

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):
Hayley Hart
Work Phone: 608-266-4767
2. Class Title (i.e. payroll title):
Program Assistant I
3. Working Title (if any):
4. Name & Class of First-Line Supervisor:
Lynn Christoph
Work Phone: 266-4769
5. Department, Division & Section:
Transportation / Traffic Engineering Field Operations / Support Services
6. Work Address:
1120 Sayle Street
7. Hours/Week: 38.75 hrs
Start time: 7:45 am End time: 4:15 pm
8. Date of hire in this position:
9. From approximately what date has employee performed the work currently assigned:
Approx 6 months

10. Position Summary:

This is responsible programmatic support work for the Traffic Engineering Field Operations Unit in the Support Services Section. The work is highly independent, functions as the Office Manager coordinating, interpreting, and applying policies and procedures to field staff. This employee also performs a wide variety of duties including administrative and program support for the Communications, Electrical and Signing & Marking Sections under the general supervision of the Traffic Operations Manager.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

50% A. Provide Administrative Support to Supervisory and Field staff.

- A1. Develop and maintain filing and record keeping systems for statistical, financial, personnel and other key records.
- A2. Serve as primary contact to 911 Center, in-person and telephone inquiries, two-way radio and report a problem reports. Prepare work orders for service requests. Research, direct and follow up as needed.
- A3. Act as primary contact for complaints in the absence of supervisory staff. Refer to appropriate staff and respond to public as needed.
- A4. Coordinate and oversee hiring process utilizing NEOGOV. Initiate or conduct background, reference, and drivers' license checks; make hiring recommendations. Schedule interviews and drug/alcohol pre-employment tests. Meet with new employees, schedule and/or review orientation information.
- A5. Review and verify driver's license status for department annually. Maintain related records.
- A6. Coordinate monthly inter-agency and other government agency Communications billings. Review work orders for accuracy, correct/edit and enter into financial database. Respond to inquiries and/or prepare financial reports as requested.
- A7. Verify and enter non-project Electrical work reports. Provide project reports as requested.
- A8. Coordinate billing for Sign & Pavement Marking related to accident, project, inter-agency work and work performed for other government agencies. Review work orders for accuracy, correct/edit and enter data into financial data base.
- A9. Generate, maintain and distribute emergency call-in schedule (Standby) for the Electrical and Communications Sections, and the general after-hours contact list for the department. Notify and update outside agencies, including 911 Center, of schedule changes.
- A10. Assist with identifying and improving workflow and/or other administrative needs within each section to ensure operating in an accurate and effective manner.
- A11. Assist supervisory staff in the preparation and distribution of memos, reports, bid specifications, licensing, etc.
- A12. Other duties as assigned.

25% B. Perform Payroll Duties.

- B1. Review & verify timesheet accuracy with time clock. Investigate discrepancies.
- B2. Export data into payroll system. Make corrections prior to payroll authorization. Process adjustments as required.
- B3. Maintain accurate personnel records reflecting vacation/sick/comp time usage and balances, overtime earned, etc. Verify balances at the end of the pay period.
- B4. Review employee reports and process payroll forms, i.e., WC, FMLA, vacation schedules, time cards, late slips, change of address, etc.
- B5. Monitor overtime, sick leave usage, late arrivals, etc. Update supervisors of attendance issues.
- B6. Disseminate information to employees regarding benefits, salary increases, retirement, health/dental etc.
- B7. Respond to employee or payroll related inquiries.
- B8. Attend meetings and trainings for payroll purposes.

15% C. Perform general administrative functions

- C1. Direct incoming and outgoing documents, information and inquiries.
- C2. Assist in the collection and organization of data for budget development and other special reports or studies. Provide or gather additional background information or statistics when necessary.

- C3. Distribute information to department employees regarding policy, work rules, employee benefits, etc.
- C4. Oversee hourly clerical staff.
- C5. Purchase office supplies and maintain supply inventories.
- C6. Monitor & oversee department required cell phones and related contracts.
- C7. Assist (Caroline's position – Title TBD) as needed.
- C8. Schedule and/or coordinate vehicle and equipment maintenance and repairs.
- C9. Oversee equipment pick-up/drop off (barricades, barrels, etc) program. Verify Street Use Permits with engineer staff; coordinate materials with public and contractors.
- C10. Perform miscellaneous administrative projects as assigned.

10% D. Coordinate Field Crews for Routine and/or Emergency Work.

- D1. Provide front-line contact for Madison Metro, MG&E and Alliant Energy, City of Madison web site, and 911 Center, etc for complaints regarding street signs, streetlights, and traffic signals. Identify problems, prioritize the necessary response time and assign/dispatch appropriate personnel to repair traffic signals, street lights, guard rail, signs as necessary.
- D2. Enter 1-call requests into Diggers Hotline to notify of upcoming work.
- D3. Monitor Diggers Hotline machine for emergency calls. Identify TE facilities utilizing GTViewer and assign/dispatch field personnel as needed.
- D4. Coordinate meetings between field crews, inspectors and/or contractors.

12. Primary knowledge, skills and abilities required:

Working knowledge of office procedures, methods and equipment. Working knowledge of and ability to use computer software applicable to the duties of the position, including word processing, spreadsheet, database, timesheet and financial software. Working knowledge of financial & operations record keeping principles & practices. Knowledge of and ability to use two-way radio equipment. Knowledge of departmental policies, procedures and functions, and related City services. Ability to carry out administrative details efficiently and independently and meet deadlines exercising judgment and discretion.. Ability to make accurate mathematical calculations & comparisons. Ability to establish and maintain effective working relationships. Ability to maintain a high level of difficult public contact and to effectively communicate service information. Ability to serve as the first level of client contact and problem resolution and to effectively refer inquiries. Ability to maintain adequate attendance.

13. Special tools and equipment required:

Computer, telephone, 2-way radio system equipment, standard office equipment.

14. Required licenses and/or registration:

Valid driver's license or the ability to meet the transportation needs.

15. Physical requirements:

Ability to sit for prolonged periods utilizing office equipment

16. Supervision received (level and type):

General.

17. Leadership Responsibilities:

- This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

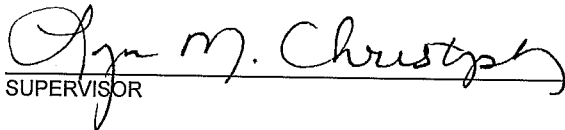
- I prepared this form and believe that it accurately describes my position.
 I have been provided with this description of my assignment by my supervisor.
 Other comments (see attached).

EMPLOYEE _____

DATE _____

19. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
 I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
 Other comments (see attached).



SUPERVISOR

2/28/17

DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.