

Job Description

Human Resource Use Only

Position Number:

Step/Grade

Effective Date:

POSITION IDENTIFICATION

Position Title: Transit Clerk
Division: Dept of Public Infrastructure – Transit
Status: Part-Time (8 hours per week)
Normal Workweek: Monday - Tuesday

SUPERVISORY RELATIONSHIPS

Reports to: Transit Division Manager
Directly Supervises: No supervisory responsibilities

POSITION PURPOSE

The Transit Clerk performs a wide variety of clerical, organizational, record keeping, minor accounting, typing tasks, money handling and the regular use of office equipment. The position includes involvement in all phases of the operation, including: fixed route, paratransit and County transportation programs.

Some features of this position include frequent interaction with the public; the handling of correspondence, gathering, recording, reporting of operational data, both written and oral, and maintaining all operational aspects of the Maritime Metro Paratransit Program as well as the Manitowoc County transportation programs.

The employee in this class falls under the direct supervision of the Transit Division Manager.

ESSENTIAL DUTIES

- Deal effectively with people due to the public nature of this position;
- Acts as receptionist and receives and screens visitors and telephone calls and takes messages; provides factual information regarding Transit System activities and functions.
- Answer telephones, take complaints, provide accurate and timely information and assistance to the public, refer calls as required and communicate with mobile personnel through two-way radio system;
- Operate typewriter, adding machine/calculator, cash register, computer, copier, facsimile, and other office machines;
- Utilize multiple computer software programs on personal computers as well as city-wide mainframe terminals, including but not limited to word processing, spreadsheet, database, internet, and light use of GIS applications;
- Prepares technical reports, correspondence and other written materials.
- File correspondence, memoranda, reports, documents, permits, etc., alphabetically, numerically, or per predetermined classifications;
- Submits properly prepared invoices to the Finance Department for payment;
- Collect, process, organize, and submit information and provide reports to supervisor(s) that are both comprehensive and accurate;
- Process, record, and deposit daily revenues with Treasurer's Office;
- Pick up and deliver correspondence and materials from other departments and area

- businesses;
- Facilitate, track and keep current any changes necessary to the MMT website;
 - Assist with preparation and organization of media advertising and marketing/promotional events.

OTHER DUTIES

- Fill in and perform general clerical tasks in other departments when necessary, generally for the Department of Public Works; phone calls, typing, customer service;
- Other duties as assigned by the supervisor.

MINIMUM POSITION QUALIFICATIONS

Education:	High School degree or equivalent required, two years of business school/secretarial training desired.
Experience:	Training, education or experience in marketing, public relations, transportation or elderly/disabled care preferred; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.
Certifications/Licenses:	Must possess a valid Wisconsin driver's license.
Other Requirements:	No other requirements

KNOWLEDGE, SKILLS, & ABILITIES

This position requires the ability to operate a computer and a proficient knowledge of a variety of software including word processing, spreadsheet, database, and internet; Must possess very good interpersonal and public relations skills; The ability to communicate information in a concise and understandable manner in both oral and written forms; Must be able to read and assimilate information from correspondence, reports, and industry specific manuals and materials; Ability to prepare and present promotional information to the media; Must be able to develop reports necessary for the success of the department with or without the support of the supervisor. Position requires above average mathematical skills and a great degree of accuracy. Ability to accumulate, evaluate and coordinate information and data into comprehensive, easy to understand summaries and reports; Ability to apply situational reasoning by exercising good judgment, decisiveness, and creativity in an array of conditions and environments; Must be innovative in developing and suggesting new processes that will ensure the continued success of the department.

BACKGROUND CHECKS- Condition of Employment

PHYSICAL DEMANDS

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Manual Dexterity:	While performing the duties of this job, the employee is regularly required to sit, stand, walk, and use both hands to handle, touch, grasp, reach with both arms, talk, hear, and see. The employee may be required to climb, balance, stoop, kneel, or crouch.
Physical Effort:	The employee is occasionally required to lift and or move up to 50 pounds.

Working Conditions: While performing the duties of this job, the employee is normally in an office environment, but at times is exposed to outside weather conditions. The noise level is usually low; however, there is exposure to heavy equipment noise levels due to the close proximity to the bus transfer center. Specific vision abilities required by this job include close and distant vision, peripheral vision, depth perception, and ability to focus.

This position description has been prepared to define the general duties of the position, provide examples of work and to detail the required knowledge, skills and abilities as well as the acceptable experience and training for the position. The description is not intended to limit or modify the right of any supervisor to assign, direct, and control the duties of employees under supervision. The City of Manitowoc retains and reserves any and all rights to change, modify, amend, add to or delete from any portion of this description in its sole judgment.

This job description is not a contract for employment.

The City of Manitowoc is an equal opportunity employer, in compliance with the Americans with Disabilities Act. The City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

