

Job Description

Human Resource Use Only

Position Number:

Step/Grade

Effective Date: 12/2013

POSITION IDENTIFICATION

Position Title: Clerk II
Division: Dept of Public Infrastructure – Transit / Buildings & Grounds Division
Status: Full Time Union Hourly
Normal Workweek: Monday - Friday

SUPERVISORY RELATIONSHIPS

Reports to: Transit / Building & Grounds Team Leader
Directly Supervises: No supervisory responsibilities

POSITION PURPOSE

The Transit Clerk performs a wide variety of duties including: clerical, organizational, record keeping, minor accounting, typing tasks, money handling and the regular use of office equipment. It is a responsible and varied clerical position requiring the ability to master the procedures and regulations that govern the department. The position demands that the person be able to exercise judgment in the application of prescribed procedures and methods regarding routine as well as atypical matters. 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. In the absence of the Transit /Building & Grounds Team Leader, the Transit Clerk is the temporary lead employee for Fixed Route and Paratransit services in the department. The Transit Clerk may be responsible for scheduling, route deviations or other issues that may occur during these times.

ESSENTIAL DUTIES

- Deal effectively with people due to the public nature of this position
- Acts as receptionist in receiving and screens visitors and telephone calls, and taking messages
- Provides factual information regarding Transit System activities and functions
- Maintain all aspects of the paratransit program within the regulations prescribed in the American's with Disabilities Act with the guidance and direction of the supervisor and staff, including certifications, complaints, appeals, and oversight of contracted provider
- Assist in the design of programs that will enhance the paratransit program's effectiveness and marketability
- Implement procedures within the paratransit program that will save taxpayer money such as program efficiencies, standardization of review criteria, etc.
- Maintain all aspects of the Manitowoc County Elderly and Disabled Transportation programs within the regulations prescribed with the guidance and direction of the supervisor, including certifications, complaints, appeals, and oversight of contracted

- provider
- Cross-trained and familiar with the duties and responsibilities of the Cemetery/Parks/Zoo/Transit Clerk in order to provide departmental continuity during any absences, including scheduling, re-scheduling, insurance reporting and other daily operating procedures
 - Responsible for the input of parts inventory and monthly maintenance, reporting for all aspects if the Faster parts management program for all MMT vehicles
 - Responsible for maintaining the entire database of MMT employees time off records, including Vacation, Holiday, Floating Holiday and Sick day balances on a weekly basis
 - Assist Transit / Building & Grounds Team Leader with the development of the annual budget. This will include the preparation of necessary spreadsheet reports with regard to the paratransit program, ridership, marketing and personnel costs
 - 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
 - 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
 - Maintain, track and prepare the entire bus sign inventory for MMT
 - 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 Infrastructure; phone calls, typing, customer service;
- Other related duties as assigned by the supervisor

MINIMUM POSITION QUALIFICATIONS

Education:	High School degree or equivalent, with two years of business school/secretarial training. 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.
Experience:	Experience in marketing, public relations, transportation or elderly/disabled care preferred

Certifications/Licenses: Must possess a valid Wisconsin driver's license. A Commercial Driver's License (CDL) is not required at this time.

Other Requirements: No other requirements

KNOWLEDGE, SKILLS, & ABILITIES

This position must possess the ability to operate a computer and other basic office equipment, and a proficient knowledge of a variety of software including word processing, excel, data entry, internet, and ability to effectively use GIS applications. This position must possess very good interpersonal and public relations skills; have the ability to communicate information in a concise and understandable manner in both oral and written forms; read and assimilate information from correspondence, reports, and industry specific manuals and materials; prepare and present promotional information to the media; and must be able to develop reports necessary for the success of the department with or without the support of the supervisor. This position requires above average mathematical skills and a high degree of accuracy; ability to accumulate, evaluate and coordinate information and data into comprehensive, easy to understand summaries and reports; have the ability to apply situational reasoning by exercising good judgment, decisiveness, and creativity in an array of conditions and environments; and must be innovative in developing and suggesting new processes that will ensure the continued success of the department. Specific vision abilities required by this job include close and distant vision, peripheral vision, depth perception, and ability to focus.

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.

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.

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