

# Job Description

Human Resource Use Only
Position Number: Step/Grade Effective Date:

## POSITION IDENTIFICATION

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**Position Title:** Operations Transit Clerk II

**Division:** Department of Public Infrastructure – Operations Division

**Status:** Full-time, hourly

**Workweek:** Monday - Friday

## SUPERVISORY RELATIONSHIPS

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**Reports to:** Operations Business Manager

**Directly Supervises:** No supervisory responsibilities

## POSITION PURPOSE

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This is a professional administrative position performing a wide variety of administrative and technical support to the Operations Division. It is a responsible and varied administrative position requiring the ability to master the procedures and regulations that govern many distinctly different departments. The position requires independence, the exercise of good judgment and the ability to adapt to new situations and work procedures. This position is fast-paced which requires the individual independently handle multiple tasks simultaneously. This person must be cross-trained in the tasks of the Administrative Support Specialist so there is a seamless continuity of coverage. This position is also responsible to be the facilitator for the Cemetery Information Management System (CIMS).

## ESSENTIAL DUTIES

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### Parks and Forestry

- Facilitates special events happening on City property: organizes equipment and personnel, prepares weekly duty and booking schedules, approval forms for the Special Event Committee, prepares monthly reports for the Common Council, maintains a calendar of special events.
- Maintains the ActiveNet program: books and receipts rentals for facilities and equipment, refunds security deposits, balances sales daily, sets up facilities, equipment, customers, etc.
- Manages requests for forestry service: Logs requests into Springbrook Code and Contact, coordinates forestry issues with City Forester, sends certified ordinance violation notices and letters regarding stump removal, prepares an annual list of assessments for a public hearing, maintains completed street tree and terrace planting permits and wood/mulch sales, wood and brush cutting/harvesting agreements and maintains forestry permits and policies and fee schedules.
- Maintains Tree City USA and Bird City applications / designations and coordinates annual Arbor Day Celebration and marketing
- Maintains annual certification of Army material statuses
- Coordinates the Adoptable Areas Program: Coordinates park adoptions, maintains liability waivers, information and list of park adoptions and adoption signs
- Preparation of agendas and minutes for the Municipal Tree Commission

- Manages the sale of pickets, orders engraving, and maintains engraved picket inventory
- Prepares and distributes flyers and brochures for park rental facilities and equipment, sales of wood and pickets, and information included in activity guide booklets, newsletters, etc.
- Prepares and distributes notices to the media, public and other departments of park and forestry information

### **Cemetery**

- Manages the CIMS program: sets up new users and permissions, enters and maintains lot/niche sales, quit claim deeds, burials, markers, permissions, contact information, photos,
- Coordinates cemetery requests: schedules burials and lot/niche sales, reserves spaces/niches, assists customers with genealogy searches, locating gravesites, policy questions, etc.
- Manages sales of Evergreen Cemetery spaces/niches, determines legal descriptions, prepares purchase agreements, orders niche inscriptions, maintains fee schedules
- Prepares quit claim deeds, lot sale forms, maps and letters, composes letters regarding grave decoration violations, etc.
- Prepares and distributes reports for foundations to be poured and invoices customer
- Prepares agendas and minutes for the Cemetery Commission
- Prepares and distributes notices to the media and public for spring and fall cleanups, cemetery walks and events, etc.
- Prepares various annual reports, such as sales, burials, quit claims, etc. for reporting to the Cemetery Commission, budget preparation, the website, and compiles sales information for auditor.
- Manages composing and printing of Rules and Regulations handout, etc. and facilitates the set-up of payment plans
- Compiles and maintains historical information for the cemetery for use at events and on the website

### **Bridges**

- Schedules lift bridge tenders and coordinates requests/switching of schedules, prepares layoff notices and call back/training letters

### **Buildings and Grounds**

- Manages the inventory and distribution of keys for various facilities and maintains inventory reports

### **Transit**

- Compiles and maintains monthly and quarterly ridership reports used for reporting to State of WI
- Maintains employee lists and emergency contact reports
- Verifies monthly union membership fees from payroll checks, calculates annual holiday hours and insurance percentages for part-time employees and notifies payroll of changes

### **General Office Duties**

- Reviews employee timesheet entry, completes the timesheet approval process and maintains employee PTO, comp time and sick leave benefits and insures seasonal employees remain under 600 or 1200 hours worked per rolling year
- Prepares and enters information on CivicPlus website, sends out newsflashes and adds updates on Transit and Recreation Division Facebook pages
- Maintains departmental employee information: prepares and maintains employee lists and emergency contact reports, injury reports, maintains MSDS information
- Prepares accounts payable invoicing to ensure accurate payment for invoices

- Generates accounts receivable invoicing to internal and external customers to ensure accurate collection
- Prepares and distributes flower quotes for DPI, sends award letters, etc.
- Manages inventory of office supplies and places orders with MPSD and other vendors
- Coordinates DPI memorial tree and bench program: designs, prints and distributes brochures, sells memorial tree and bench packages, orders trees, tree planting, and memorial marker inscriptions
- Answers phone calls, responds to citizen requests/complaints, provides accurate and timely information and assistance to employees and the public, refers calls as required, and communicates with mobile personnel through two-way radio system
- Facilitates reporting of accidents and vandalism to the Joint Dispatch Center and/or divisions and collects Police reports
- Files correspondence, memoranda, reports, documents, permits, etc., as necessary
- Operates computer, adding machine, copier, credit card terminal and other office machines
- Utilizes multiple computer software programs on personal computers including, but not limited to: Word processing, Spreadsheet, Database, Email, GIS, Web applications
- Demonstrates the ability to get along well with the public, employee, and management in a professional and courteous manner, and must have the social acumen to deal appropriately with cemetery customers who are under stressful and/or grief stricken circumstances and upset/angry resident complaints regarding DPI services
- Acts as a back for the Administrative Support Specialist - DPI and during absence of the Administrative Support Specialist - DPI, must be available for call in during snow events to complete the emergency snow plowing map to ensure efficient and timely clearing of streets
- Supervises seasonal office help

## OTHER DUTIES

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- Performs related work independently as required and assigned by the supervisor(s)

## MINIMUM POSITION QUALIFICATIONS

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- Education:** High School degree or equivalent, with two year associate degree in office management or similar studies, or any equivalent combination of significant experience and training which provides the required knowledge, skills, and abilities as determined by the employer.
- Experience:** Training or education in marketing is preferred.
- Certifications/Licenses:** Must possess a valid Wisconsin State driver's license.
- Other Requirements:**

## KNOWLEDGE, SKILLS, and ABILITIES

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This position requires thoroughness and attention to detail and must have strong interpersonal and public relations skills and proficiency to communicate information in a concise and understandable manner. Must possess strong situational reasoning ability and exercise of good judgment, decisiveness, and creativity in complex situations, proficiency in the ability to prepare and present information to employees, supervisors, the media, and the public in both oral and written form. Must be able to read and assimilate information from maps, correspondence, reports, and industry specific manuals and materials. Ability to operate a computer and a proficient knowledge of a

variety of software including word processing, spreadsheet, database, web applications, and GIS applications is required. This position requires above average mathematical skills and a great degree of accuracy. Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to apply concepts of basic algebra and geometry. Ability to accumulate, evaluate and coordinate information and data into comprehensive, easy to understand summaries and reports. Ability to interpret a variety of instructions or reports furnished in written, oral, diagram, or schedule form. Specific vision abilities required by this job include close and distant vision, peripheral vision, depth perception, and ability to focus.

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#### BACKGROUND CHECKS- Condition of Employment

#### PHYSICAL DEMANDS

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- 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, on occasion there is exposure to heavy equipment noise levels due to the close proximity to the bus transfer center and DPI garage.
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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.