

Job Description

Human Resource Use Only

Position Number:

Step/Grade

Effective Date:

POSITION IDENTIFICATION

Position Title: Administrative Support Specialist-DPW-Operations
Division: Department of Public Infrastructure – Operations Division
Status: Full-time, Non-Exempt
Normal Workweek: Monday - Friday

SUPERVISORY RELATIONSHIPS

Reports to: Operations Business Manager
Directly Supervises: No supervisory responsibilities.

POSITION PURPOSE

This is a professional administrative position performing a wide variety of higher level 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 in all matters and the ability to adapt to new situations and work procedures. The work environment is fast-paced which requires the individual to independently handle multiple tasks simultaneously. This position is cross-trained in the tasks of the Transit Clerk so there is a seamless continuity of coverage. This position is also responsible to be the facilitator for the fleet management software program as well as the fuel management system software. Completed work generally must be accurate and error free, with a strong attention to detail.

ESSENTIAL DUTIES

- Maintains materials and equipment asset inventory and equipment maintenance materials inventory.
 - Materials inventory: Maintains material description and cost files for all purchases made, maintains asset inventories (construction materials, traffic control supplies, salt, sand, liquidow, etc.)
 - Equipment Inventory: Prepares new vehicle acquisition and disposition paperwork for distribution to coordinating departments, updates and maintains city-wide equipment list, prepares vehicle specification information for quoting, maintains schedule of department rates including materials charges and equipment rental rates
 - Equipment Maintenance: Coordinates scheduling and notifications of routine equipment maintenance, maintains accurate vehicle and equipment maintenance records through the fleet management software, facilitates transfer of data from fuel management into fleet management, reconciles hourly equipment usage data and maintains fuel usage from various departments

- Prepares and maintains annual procedure manual for snow clearing operations. Sections to include: Plow routes, Salt routes, city sidewalk routes, employee call out lists, emergency contact lists, employee phone list, and outside equipment rental call list
- Calculates reimbursement rate for outside rental equipment and issues purchases orders
- Manages snow plow map during emergency snow plowing operations to ensure efficient and timely street clearing
- Manages and maintains the weed cutting and snow shoveling complaints through Code and Contact.
 - Records, processes and maintains weed cutting/snow shoveling complaints, coordinates with weed commissioner or assigned employees to check complaints, coordinates weed cutting/snow shoveling with contractor to ensure properties are addressed within contracted times, prepares calculations of billable weed or snow shoveling assessments.
- Manages fuel system: Monitors fuel levels, requests bids and orders fuel for DPW, Parks and Transit, maintains fuel, maintenance, billing and reporting records through fuel management software
- Maintains departmental employee information: prepares and maintains employee lists and emergency contact reports, injury reports, maintains SDS information, maintains required employee safety and training and records
- Maintains budgets and reports related to Streets Division and assists with preparation of departmental budgets, quarterly exception reports and annual reports
- Prepares and maintains various departmental quarterly/annual reporting to ensure reports submitted to supervisor are both comprehensive and accurate. Reports may include, but are not limited to Brush/yard waste, Sewer (ARCGIS), Fuel tank permits, TIER II permit, Drain oil report, Quarterly state tax refund
- Maintains department web page
- Prepares accounts payable invoicing to ensure accurate payment for invoices
- Generates accounts receivable invoicing to internal and external customers to ensure accurate collection
- Collects payments, issues receipts, balances petty cash and reports sales as they relate to each department
- Calculates and processes street opening permits from issuance to billing
- General office duties:
 - Reviews employee timesheet entry, completes the timesheet approval process and maintains employee PTO, comp time and sick leave benefits
 - Answers phone calls, responds to citizen requests/complaints, provides accurate & timely information & assistance to employees & the public, refers calls as required, & communicates with mobile personnel through two-way radio system
 - Files correspondence, memoranda, reports, documents, permits, etc., as necessary
 - Operates computer, adding machine, copier, credit card terminal and other office machines
 - Utilize multiple computer software programs on personal computers including, but not limited to: Word processing, Spreadsheet, Database, Email, GIS, Web applications
 - Oversees seasonal office help
- Acts as backup for the Transit Clerk – admin support for Cemetery, Parks, bridges, Transit and Buildings and Grounds
 - Takes burial orders and schedules

- Assists the public with genealogy searches and with locating gravesites in the cemetery
- Books and receipts cabin rentals, receipt payments from cabin and rental fees

OTHER DUTIES

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

MINIMUM POSITION QUALIFICATIONS

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: 3 to 5 years of experience in a related field.

Certifications/Licenses: Must possess a valid Wisconsin Driver's License.

Other Requirements: No other requirements

KNOWLEDGE, SKILLS, & ABILITIES

This position must have a strong working knowledge of modern stock inventory methodology and practices as well as a strong working knowledge of a wide variety of supplies, material parts (off road and vehicle), tools and equipment and related terminology. This position must have strong situational reasoning ability and the exercise of good judgement and creativity in complex situations, demonstrated ability to carry out oral and written instructions, proficiency with keeping accurate stock records and generate reports upon request; and establish and maintain effective working relationships with supervisor, employees and general public. This position requires thoroughness and attention to detail; strong interpersonal and public relations skills; proficiency in the ability to communicate information in a concise and understandable manner in both verbal and written form; read and interpret documents such as parts manuals (hard copy and electronic), safety rules, and operating and maintenance instructions; the ability to complete routine paperwork; effectively present information to other employees and supervisors orally and in written form; possess considerable knowledge and aptitude in the use of business arithmetic, including the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals. This position must have the ability to correctly calculate area, circumference and volume; apply concepts of basic algebra and geometry; be fluent in the use of spreadsheets, word processing, email, and web based applications; learn and become fluent in other software as needed to improve the efficiency of the department; and ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. The ability to get along well with the public, employee, & management in a professional & 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

BACKGROUND CHECK

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 while performing semi-skilled movements such as operation of a computer, keyboard, computer mouse, telephone, and calculator. The employee may be required to climb, balance, stoop, kneel, or crouch. Specific vision abilities required by this job include close and distant vision, peripheral vision, depth perception, and ability to focus.
- 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.