POSITION DESCRIPTION

DER-DCC-10 (Rev. 5-84)
State of Wisconsin
Department of Employment Relations

1. Position No.	2. Cert / Reclass Request No.	3. Agency No.
325741		155-100

4. NAME OF EMPLOYEE

5. DEPARTMENT, UNIT, WORK ADDRESS
Public Service Commission of Wisconsin
Office of Commissioner of Railroads
610 North Whitney Way
Madison WI 53705-2729

6. CLASSIFICATION TITLE OF POSITION
Operations Program Associate (75%)

7. CLASS TITLE OPTION (*to be filled out by Personnel Office)*

8. NAME AND CLASS OF FORMER INCUMBENT
Heather Graves, Office Operations Associate

9. AGENCY WORKING TITLE OF POSITION

10. NAME AND CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES

11. NAME AND CLASS OF FIRST-LINE SUPERVISOR
Jeffrey Plale, Commissioner (ESG 5)

12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?

13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? Yes ☐ No ☒
IF YES, COMPLETE AND ATTACH A SUPERVISORY POSITION ANALYSIS FORM (DER-PERS-84).

14. POSITION SUMMARY – PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

SEE ATTACHED

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION *(Please see sample format and instructions on back of last page.)*

— GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
— WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
— TIME %: Include for goals and major worker activities.

TIME %	GOALS AND WORKER ACTIVITIES (Continue on attached sheets)
	SEE ATTACHED

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION *(See Instructions on back of last page)*

a. The supervision, direction, and review given to the work of this position is [ ] close [ ] limited [X] general.
b. The statements and time estimates above and on attachments accurately describe the work assigned to the position. *(Please initial and date attachments.)*

Signature of first-line supervisor _____ Date _____

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.
(Please initial and date attachments.)

Signature of employee _____ Date _____

18. Signature of Personnel Manager _____ Date _____

DISTRIBUTE COPIES OF SIGNED FORM TO:

P-FILE SUPERVISOR EMPLOYEE EXAM/CERT FILE PD FILE

Position Summary: Under general supervision and direction of the Commissioner, this position's primary responsibilities are to provide paraprofessional-level administrative and program services to OCR.
This position provides administrative support services to the Commissioner, policy analyst, and other staff and provides paraprofessional support on major projects and/or reports. The incumbent is expected to manage diverse assignments and meet deadlines, primarily by independent prioritization and consultation with staff. This position also provides docket support, general clerical support services, word processing and receptionist duties for the office. The program support duties required the individual to have general knowledge of office programs and policies. The person in this position will apply the principles of teamwork in daily interactions with all staff.

%Time Goals and Worker Activities

40% A. Provision of paraprofessional program support to the commissioner, policy analyst and staff

A1. General technology services, working with Commissioner and Policy Analyst (PA)
   a. Development/coordination/maintenance of OCR website including weekly maintenance. Independently, or in conjunction with Commissioner or PA, identify information to be included on the OCR website. Prepare files for electronic use, converting to web-ready format when necessary, and identifying and establishing links between files. Review site on an on-going basis and update or remove information as needed.
   b. Develop and implement procedures for accepting electronic filings, petitions, correspondence and annual reports working with policy analyst, hearing examiner and OIT staff.
   c. Maintain extensive knowledge of current complaint system, word processing system, electronic filing system, utility name file system and document management and workflow systems.
   d. Monitor the Electronic Regulatory Filing (ERF) notifications and then process new dockets and non-docketed correspondence from ERF. Identify and respond to complaints and requests when able or forward to assigned staff.
   e. Provide software and computer support services to office staff. Act as liaison with OIT and PA on implementation of office IT projects.

A2. Produce and assist staff in producing documents that are customer-focused, accurate and in appropriate format, meeting Commission's standards and procedures. Use templates in Word to ensure that standards are met.

A3. Establish procedures for maintaining online and telephone complaints that allows for easy retrieval, follow ups and annual assessment.

A4. Review and analyze information in OCR, DOT and FRA databases, GoogleEarth images, and incoming documents to ensure OCR crossing database is up to date. Enter new or changed information related to crossings into the OCR database. Interpret and review investigation paperwork, identify changes and make edits in crossing and docket databases. Upload digital photos to appropriate DocLoc folder.

A5. Monitor office processes for compliance with policy and procedures, develop and implement changes to procedures and processes when needed. Create and maintain documentation for office procedures and provide training to office staff on current procedures.

A9. Monitor OCR processes, correspondence (incoming and outgoing) for policy compliance.

A10. Provide assistance to and answer inquiries from railroads, local government, and other state agencies regarding OCR procedures, orders or railroad matters.

A11. On a daily basis, monitor the office main inquiry telephone line. Respond to questions and requests, send out materials or refer the callers to appropriate staff, depending on the nature of the inquiries.

A12. Query weekly hearing events and office follow-ups from OCR database (MS Access) and distribute to appropriate hearing examiners, railroad analysts and external partners; using MS Outlook for scheduling when needed.

25% B. Provision of paraprofessional assistance to the commissioner and his/her Administrative Staff

B1. Maintain files of correspondence and other materials in accordance with established procedure, including scanning and appropriately renaming documents and placing in DocLoc. Identify and organize contents of permanent files and purge old files and documents, ensuring proper document retention as specified by RDAs.

B2. In coordination with the office PA, assist with OCR Annual Report and Signal Maintenance Report including performing complex queries and data research and creating charts and graphs to display annual and historical data.

B3. Manage special projects and programs as directed by Commissioner and PA.

B4. Independently set work priorities for special projects ensuring the priority items are done timely. Manage and direct other staff in their participation of special projects.

B5. Compile historical information and produce complex charts and graphs as requested by PA and commissioner. Perform data queries of OCR, DOT and FRA databases and create reports for office staff.

B6. Identify and perform review of formal and informal case files for possible disposition to State Records Center or destruction according to Office records retention procedures. Manage document retention disposition to Historical Society in compliance with office RDAs ensuring proper retention and documentation of office data. Act as a resource within the office on current RDAs and communicate changes to general schedules as they occur. Act as liaison with OCR Records Officer. Make recommendations to Records Officer on changes to RDAs.

B7. Manage OCR meetings including scheduling, agenda preparation and maintenance of minutes. Produce handouts if needed.

B8. Provides valuable input on office policies and procedures, making recommendations and providing input to professional staff when requested.

20% C. Provision of docket support and assistance to Hearing Examiners and staff.

C1. Using Case Management System (CMS) and MS Access, prepare, organize and maintain dockets for judicial proceedings as received from petitions, requests, or instructions.

C2. Maintain docketing system for OCR formal and informal dockets, using MS Access.

C4. Generate signal notices using template in Create New Electronic Document software and under direction of the Hearing Examiner.

C5. Proofread for accuracy and content Notices, Proposed and Final Decisions and Orders, letters, and other correspondence prepared by hearing examiner, rail safety analysts, and administrative staff; recommend changes and make corrections as necessary. Prepare cover letters and attach Notice of Appeal Rights as appropriate. Assure timely submission of hearing files (Notices, Proposed and Final Decisions and Orders) including a review for the completeness and accuracy of such materials.

C6. Using Utility Naming File (UNF), prepare mailing lists for Notices of hearings, Proposed Decisions, Final Decisions and Orders; revise lists as changes occur. Send notices and decisions in formal dockets by regular mail, Inter-D mail, or email.

C7. Prepare and upload Notices and Proposed and Final Decisions on the Electronic Regulatory Filing (ERF) system.

C8. Schedule hearing rooms for out-of-town hearings as requested by the hearing examiner. Using MS Outlook, schedule rooms for hearings and meetings held on-site.

C9. At the request of the hearing examiner and in collaboration with appropriate staff, infrequently prepare the record for judicial review when a party appeals an OCR decision to court.

10% D. Provision of office support services to Commissioner and Office staff.

D1. Provide secretarial support services to Commissioner and office staff including but not limited to, answering phones, scheduling meetings, coordinating travel arrangements, maintaining general office files, drafting and typing correspondence, memos, etc., proofreading documents, and performing special projects and research.

D2. Order and maintain all office supplies and equipment for the OCR. Research catalogs and other resources; coordinate requisitioning with PA or through the PSC-Division of Administration Services.

D3. Manage digital calendaring system for staff, as needed. Reserve appropriate facilities for meetings and training sessions and ensure that necessary resources are available.
D4. File formal and informal case files and documents. Electronically file docket correspondence.

D5. Participate in internal and external training sessions to further develop skills, knowledge and techniques related to the position.

D6. As a back-up to the Office Operations Associate, open and distribute incoming mail, scan and electronically distribute when needed. Coordinate outgoing mail in advance of prepared pickup.

Knowledge, Skills, and Abilities (KSAs)

High organizational and problem-solving abilities: ability to logically organize work products and prioritize work, and ability to evaluate information or situations, break into key components, and identify and consider options for effective, efficient resolution. Ability to offer a high level of customer service to office staff and external customers.

Proficient use of current database, word processing and calendar programs including MS Office Suite, (Outlook, Word, Excel, and Access), as well as use of Adobe Acrobat programs.

Comfortable with creating forms, reports, queries, etc., in programs like Access 2013 and Adobe LiveCycle Designer.

Comfortable with learning and using new computer applications or technology.

Ability to accurately proofread for content and edit documents.

Effective oral, written, and interpersonal communications.

Knowledge of complicated file management systems.

Records and electronic file management techniques.

Ability to be establish, manage and implement new office procedures/policies and follow through to assure correct implementation.

Ability to work independently at a high level.

Ability to prioritize workload to optimize productivity and meet deadlines.

Detail oriented.