



JOB TITLE: Associate Clerk

GEN/4

DEPARTMENT: General Government

**JOB SUMMARY:** This position is responsible for receiving and processing utility bill payments and performing clerical and administrative duties in support of needs and demands. In addition, this position is responsible for managing the city's web content, collecting building permit applications and fees, and planning and carrying out events.

**MAJOR DUTIES:**

- Greets visitors and the general public by phone and in person; provides information and directions as requested.
- Receives and processes payments received from customers at the counter and by mail; applies payments, late fees, and charges to the proper accounts on computer.
- Balances monies received daily, including locating and resolving any discrepancies and preparing daily activity report; prepares bank deposits.
- Manages the city's website content and social media accounts; communicates with IT contractor as necessary to complete modifications.
- Collects building permit applications and fees; maintain database of approved permits; serve as the point of contact for building inspector for permit related issues.
- Develops, promotes, and carries out community events within the city; leads staff in the presentation of the July 4<sup>th</sup> Parade; maintain calendar for community room and park pavilion rental; promotes and monitors farmer's market activities.
- Issues business licenses; maintains business license files; notifies customers when business license renewal applications are due.
- Answers, operates, and maintains a multi-line switchboard; answers telephones, routes calls, and takes messages, answers questions; retrieves and forwards incoming faxes and emails to the appropriate departments.
- Assists customers with questions and complaints regarding utility bills and city services; escalates if unable to resolve.
- Prepares work orders to have services turned on or off, meters re-read or repaired, and for new utility connection requests; dispatches utility workers.

- Types correspondence, reports, and documents as requested.
- Performs other related duties as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED BY THE POSITION:**

- Knowledge of city policies and procedures.
- Knowledge of modern office practices and procedures including cash collection and handling.
- Skill in completing cashiering functions accurately.
- Skill in utilizing computer software to generate complex reports and retrieve customer data.
- Skill in operating such office equipment as a personal computer, facsimile machine, copier, calculator, typewriter.
- Skill in filing and maintaining city records.
- Skill in performing basic mathematical calculations.
- Skill in oral and written communication and interpersonal relations.
- Ability to perform duties with diplomacy, integrity, and impartiality.
- Ability to learn how to create, develop, and manage content for the city's website and social media accounts.
- Ability to use creative methods to organize and engage participants in public events.
- Ability to maintain confidentiality of customer information.

**SUPERVISORY CONTROLS:** The City Clerk/Treasurer assigns work in terms of general instructions. The City Clerk/Treasurer spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

**GUIDELINES:** Guidelines include city policies and procedures and general cashiering practices and material from IT contractor regarding web content. These guidelines are generally clear and specific but may require some interpretation in application.

**COMPLEXITY:** The work consists of related cashiering and clerical duties. Frequent interruptions contribute to the complexity of the work.

**SCOPE AND EFFECT:** The purposes of this position are to greet customers by phone and in person and address their questions/requests; to accept and apply utility payments and fees, court fines, and rental fees to the appropriate accounts; and to

maintain social media platforms ensuring that information is made available and changes are made in a timely manner. Successful performance helps ensure public satisfaction with the services provided by the city and the integrity of city accounts and functions.

**PERSONAL CONTACTS:** Contacts are typically with co-workers, other city employees, elected officials, and the general public.

**PURPOSE OF CONTACTS:** Contacts are typically to collect fees and fines, give and exchange information, provide services, and resolve problems.

**PHYSICAL DEMANDS:** The work is typically performed while sitting at a desk or table. The employee occasionally lifts light objects.

**WORK ENVIRONMENT:** The work is typically performed in an office.

**SUPERVISORY AND MANAGEMENT RESPONSIBILITY:** None.

**MINIMUM QUALIFICATIONS:**

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position usually associated with the completion of an apprenticeship or internship or experience in a similar position for at least two years.
- Ability to become a notary public within first six months of employment.
- Knowledge of or ability to learn Microsoft Office 365 applications including Outlook, Word, Excel and Sharepoint.