

## **Job Description: Deputy Clerk**

### **General Summary:**

Appointed by the Mayor. Works under the supervision and direction of the City Clerk/Treasurer. Performs all the duties in the utility department, in addition to a variety of clerical and office support duties; provides information and assistance to others; prepares and maintains a variety of statistical or narrative reports and records.

### **Principal Duties and Responsibilities:**

- Perform a variety of clerical and support duties as assigned by the City Clerk/Treasurer, such as developing and maintaining filing systems, posting records, making arithmetic computations and compiling and recording information; prioritizes duties and assignments to ensure efficient, smooth and timely office work flow.
- Receive and process utility requests for service changes including new accounts, water turn on or off and garbage.
- Perform all billing procedures related to utility accounts. Prepare monthly utility reports and submit to the City Clerk/Treasurer for review.
- Be customer service oriented.
- Answer, screen and direct phone calls from the general public; take messages and refer callers to the appropriate offices.
- Receive and direct visitors/customers; provide general information, and refer them to proper department or available resources.
- Collect and compile periodic reports and perform special projects as assigned; maintaining records and database information on the status of projects and on-going office activities.
- Type and prepare correspondence, memoranda, reports, requisitions, forms and other documents. Edit written materials as required.
- Collect fees, fines and other moneys. Count money, make change, make deposits and prepare receipts. Make mail and bank runs. (reimbursement if using personal vehicle)
- Operate numerous software programs including, but not limited to, word processing, spreadsheet, internet and document archive applications.
- Prepare and maintain a variety of records, logs and files; locate materials and information in records and files as required; compile, collate, duplicate and scan information; prepare and distribute information packets for assigned office activities.
- Operate standard office equipment and machinery such as personal computers, ten-key machines, multi-line telephones, FAX machines and copiers.
- Requisition office supplies for the utility department or other departments as assigned to maintain an adequate stock of supplies.
- Maintain the security, safety and retention of documents and information as required by law.
- Perform related duties as assigned by the City Clerk/Treasurer.
- Perform assigned duties of the Clerk/Treasurer in the event of his or her absence, including attending city council meetings and recording minutes.

**QUALIFICATIONS:****Knowledge of:**

- Proper use of English, spelling, grammar and punctuation.
- Modern office methods, procedures and practices and business letter writing.
- Basic computer literacy and experience using a personal Windows based computer system with office applications.
- Regulations, principles and practices of safe record keeping, administration and retention.
- Counting and making change.
- City government functions, policies, rules, and regulations.
- Telephone techniques and etiquette.

**Ability to:**

- Perform clerical and office support duties
- Operate a personal computer to enter data, create documents, maintain records and generate reports.
- Communicate effectively both orally and in writing.
- Work under pressure with challenging deadlines.
- Work independently on multiple tasks, cope with interruptions and meet deadlines.
- Prioritize tasks and coordinate efforts.
- Deal effectively with the public and maintain effective working relationships with those contacted in the performance of required duties.
- Maintain records and filing systems and prepare reports.
- Establish and maintain cooperative and effective working relationships with others.

**EDUCATION AND EXPERIENCE:**

- Graduation from high school (or GED equivalency) with course work in secretarial procedures, and/or public administration preferred.
- One (1) year relative municipal experience or equivalent combination of related office/administration experience
- Training or experience using Microsoft office spreadsheets and word processing software.
- Typing 40+ words per minute and experience using ten-key.