



# DEPUTY CLERK/ OFFICE MANAGER

## Job Description

Approved: Click DATE

### I. IDENTIFYING INFORMATION

<b>JOB TITLE:</b>	Deputy Clerk/ Office Manager	<b>WORK/PAY STATUS:</b>	Part-time
<b>SUPERVISOR:</b>	Clerk-Treasurer	<b>FLSA STATUS:</b>	Nonexempt
<b>DEPARTMENT HEAD:</b>	Clerk-Treasurer	<b>PAY GRADE:</b>	4
<b>DEPARTMENT:</b>	Administration	<b>WORK SCHEDULE:</b>	Per Supervisor
<b>WORK LOCATIONS:</b>	City Hall		

### II. PURPOSE STATEMENT

Performs semi-skilled and skilled receptionist, clerical (accounting/bookkeeping) and administrative support work for the Clerk-Treasurer. Serves as the frontline customer service person for City Hall. May provide secretarial, clerical and administrative support to other city departments, the City Council, and advisory bodies of the Council.

### III. ORGANIZATIONAL RELATIONSHIPS

<b>Reports to:</b>	Clerk-Treasurer
<b>Communicates with:</b>	
<i>Internally:</i>	All other city employees and volunteers, including Fire
<i>Externally:</i>	Suppliers, contractors and repair services, City residents
<b>Supervises:</b>	None

### IV. INDEPENDENCE, JUDGEMENT, & DECISION MAKING

A new hire in this position initially works under the close supervision of the Clerk-Treasurer and closely follows department policies, procedures, and standards for assigned work tasks. Informal and on-the-job training (both supervisor- and self-directed) is critical for employee to gain competency and proficiency in all aspects of the position. At full performance level the employee is expected to exercise greater independence for initiating, prioritizing, and performing routine work tasks. The employee is also expected to review own work results to ensure quality standards are met. The employee is required to seek Supervisor's review and approval on all non-routine matters.

# DEPUTY CLERK/OFFICE MANAGER

## V. ESSENTIAL FUNCTIONS

*This section lists the position's major areas of accountability, core responsibilities/key priorities, and recurring duties. All are essential. The list of recurring duties is not exhaustive. All duties, tasks and subtasks that can be logically inferred are not specified. Other duties and tasks may be assigned, by the position's Supervisor, according to City needs.*

- 1. Keeps Supervisor informed of all noteworthy matters.**
- 2. City Hall Front Counter Services**
  - Keeps Supervisor informed about all noteworthy items.
  - Answers phone and greets/receives city hall visitors, routing calls and referring persons to appropriate staff member or taking accurate messages.
  - Provides general information to the public and city employees, referring other requests to Supervisor or appropriate city employee.
  - Receives check & cash payments for utility bills. Assists with license/permit applications with authority to issue certain permits as specifically directed by Supervisor.
  - Maintains own work files and participates in the City's centralized recordkeeping system.
- 3. Accounting/Billing Support**
  - Assists Clerk-Treasurer with various routine accounting tasks in utility billing, A/R, and A/P functions.
  - Performs daily and other cyclical tasks associated with utility billing process: uses automated software to calculate, review and print monthly bill register and utility bills; post payments, reconciles batches and prepares receipts and bank deposits; and maintains customer accounts/property information. Assists Supervisor with past-due accounts. Handles customer inquiries, referring difficult problems to Clerk-Treasurer.
  - Uses automated software to enter A/R and A/P transactions when needed. Performs other routine accounting tasks as directed.
  - Fire Department Billings-contracts & township billings
- 4. Special Projects**
  - Manages content for City's website and social media.
  - Assists City Clerk-Treasurer with audit preparation reports
  - Assists Supervisor in the preparation of content for city newsletters, resident mailings, and other materials. Assists with proofreading and either makes or suggests corrections.
- 5. Administrative and Clerical Support**
  - Provides administrative support including data entry, filing, copying, faxing, e-mailing, and drafting, proofing, typing and editing various correspondence and reports with efficiency and accuracy.
  - Sorts and distributes incoming mail. Processes outgoing mail.
  - Assists with the coordination and preparation of agendas and information packets, checking materials for correctness in terms of order of documents, format/layout, and proofreading (grammar, spelling, etc.).
  - Prepares and proofreads word processed minutes and other materials for spelling, grammar and punctuation following up with corrections as needed.
  - Prepares and distributes meeting notices for various departments and city advisory bodies.
  - Assists Clerk-Treasurer with election administration.
  - Assists Clerk-Treasurer in processing and monitoring business licenses (e.g. alcohol, tobacco, etc.).
  - Assists other departments with clerical support as needed
  - Maintains City files for A/P, A/R, Minutes, Ordinances, and Postings

# DEPUTY CLERK/OFFICE MANAGER

## VI. OTHER DUTIES & RESPONSIBILITIES

- Makes deposits at local bank and drops off mail as needed.
- Performs cleaning tasks for city hall public spaces including meeting rooms, entryways/hallways, and bathrooms.
- Performs other related duties and tasks as apparent or assigned by Supervisor.

## VII. REQUIRED KNOWLEDGE, SKILLS, and ABILITIES

Knowledge of;	Skill in;	Ability to;
<ul style="list-style-type: none"> <li>▪ each duty category and task</li> <li>▪ relevant laws, rules and regulations</li> <li>▪ relevant City policies and ordinances as well as the Administration Department's policies, procedures, and internal controls</li> <li>▪ City and each department's organizational structure, operations, programs, services and activities</li> <li>▪ some bookkeeping practices and procedures used in utility billing, A/P, and A/R</li> <li>▪ office procedures, business writing rules and techniques, and methods</li> <li>▪ relevant word processing, spreadsheet, presentation, and publishing/webpage software programs</li> <li>▪ City's automated accounting software including utility billing, payroll, and A/P modules</li> </ul>	<ul style="list-style-type: none"> <li>▪ being polite and courteous to callers and visitors</li> <li>▪ establishing cooperative and productive work relationships, particularly with coworkers</li> <li>▪ using training &amp; experience to solve problems and make decisions commensurate to position's authority</li> <li>▪ keyboarding and entering numeric &amp; alpha-numeric data with speed and accuracy</li> <li>▪ maintaining and retrieving complete and accurate computer and physical records</li> <li>▪ locating &amp; compiling data/information and performing basic research</li> <li>▪ understanding and performing mathematical calculations with accuracy</li> <li>▪ using available software program functionality to increase work productivity</li> <li>▪ achieving correctness and accuracy in work results</li> </ul>	<ul style="list-style-type: none"> <li>▪ improve personal knowledge base through on-the-job training and any other employer-provided training</li> <li>▪ focus on task at hand, handle interruptions, and switch from task to task</li> <li>▪ follow policies and procedures and internal controls with consistency and uniformity</li> <li>▪ interact with staff from various levels of local government and area organizations</li> <li>▪ handling not public data and other sensitive information IAW City policies and state statutes</li> <li>▪ initiate routine work duties and carry out tasks with little direct supervision</li> <li>▪ complete duties/tasks in a timely manner according to deadlines and supervisory targets</li> <li>▪ listening attentively and receive input/feedback (and constructive criticism) on performance</li> <li>▪ successfully attend any employer-required training</li> <li>▪ lift, carry or move objects up to 10 pounds (frequently), up to 25 pounds (occasionally)</li> </ul>

## VIII. MACHINES, TOOLS & EQUIPMENT REGULARLY USED

**Machines, tools, and equipment regularly used:** Personal computer and peripherals, various software applications (word processing, spreadsheets, etc.), 10-key calculator, telephone, copy and fax machines, and other typical office equipment.

# DEPUTY CLERK/OFFICE MANAGER

## IX. MINIMUM HIRING REQUIREMENTS

*Includes Training, Experience, Licenses/Certifications, KSAs, and Other Credentials.*

*An equivalent combination of education and experience may be considered during the hiring process.*

1. High School Diploma or equivalent.
2. Some secondary or post-secondary coursework or other formal training (e.g. workshops, seminars, etc.) in areas of bookkeeping, accounting, and automated billing software.
3. Some clerical experience in account billing including regular customer contact and use of word processing and spreadsheet software.

## X. PREFERRED QUALIFICATIONS (not all-inclusive)

*Additional preferred qualifications and job-related characteristics—referenced elsewhere in this description and other job documentation—might be used in the evaluation of applicants, candidates, and/or finalists during an open, competitive hiring process and in a promotional context.*

- ❖ Post-secondary education—resulting in a diploma/certificate/associate's degree—in bookkeeping, accounting, secretarial/administrative assistant, or comparable vocational-technical program.
- ❖ Experience in employee relations including management of both public & private data, records and information.
- ❖ Proficiency with automated accounting/billing software.

## XI. WORKING CONDITIONS (summary only)

*Includes characteristics related to both the job itself and its work environment.*

Works in typical office setting including sitting at desk for extended periods of time. Uses many repetitive movements, fine motor skills and hand-eye coordination. Uses near vision, ability to focus, sense of touch, and hearing. Physical demands also include moving around office and other spaces, reaching, pulling/pushing, grasping, twisting/turning, and some kneeling/crouching. Performs some lifting/carrying/moving of objects such as files, file boxes, and copy paper. The noise level in the work environment is usually quiet in the office. Typically works set office hours and may work some evenings for meetings.

### **Data Practices Notice for City Employees with Restricted Access/Use Privileges**

You will have access to privileged data (either private or confidential data on individuals or nonpublic or protected nonpublic data not on individuals) during the course of your employment with the City. You are expected to access and use—with proper safeguards & security measures—only the data necessary to complete specific work duties or work assignments and to do so in full compliance with City policies & procedures and state statutes. You should also take reasonable actions to ensure the data are not viewed or accessed by individuals without a legitimate work reason. Once the work reason to access the data is reasonably finished, you must properly store the privileged data according to the provisions of Minnesota State Statutes, Chapter 13. (NOTE: Refer any questions to the City Clerk-Treasurer.)