



City of Urbandale Administrative Technician

SALARY	\$24.96 - \$32.85 Hourly \$51,919.00 - \$68,322.00 Annually	LOCATION	Urbandale, IA
JOB TYPE	Full-Time	JOB NUMBER	25-Admin Tech-01
DEPARTMENT	City Clerk	OPENING DATE	08/07/2025
CLOSING DATE	8/20/2025 11:59 PM Central		

Summary Description

The City of Urbandale is currently accepting applications for an Administrative Technician to join our City Clerk's Department at City Hall. The City Clerk's Department serves as the official record keeper for the City of Urbandale. Staff in the department support city leaders and play an essential role in providing efficient, ethical, and responsive city governance. Administrative Technicians provide administrative support, customer service, and assist with various city projects and programs. Seated at the front desk of City Hall, the Administrative Technician for the City Clerk's Department is often the first point of contact for residents, business leaders, visitors, and staff - offering a welcome presence, dependable service, and consistent administrative support. We are looking for an organized, detail-oriented professional with excellent communication skills and a passion for public service. If you're proactive and customer-focused and ready to put your skills to use for a recognized leader in local government, please submit your application prior to the deadline of 8/20/2025 at 11:59 PM.

The immediate need for this posting is to fill one vacancy within the City Clerk's Department. The hours for this full-time, non-exempt position with the City Clerk's Department are 8 AM - 5 PM Monday through Friday.

Watch this [VIDEO](#) to see what meaningful work looks like when you work for the City of Urbandale!

The City of Urbandale offers a comprehensive salary and benefits package. Benefits for this position include:

- Individual health insurance for only \$77.86 per month; or family health insurance for only \$238.94 per month
- Dental, vision, and flexible spending account options
- 15 paid vacation days per year
- 12 paid sick days per year
- 4 weeks of paid paternal leave
- 10 paid holidays + 3 additional personal holidays
- IPERS retirement plan
- 457(b) retirement plan with 2% city match
- City-paid life insurance policy - plus additional voluntary life insurance options
- City-paid long term disability coverage
- Employee Assistance Program (EAP)
- Onsite wellness center

Routine Job Duties/Responsibilities

- Performs reception and customer service duties; answers the telephone; greets visitors; screens and routes telephone calls; provides information on department or division operations and activities; accepts monies, documentation and information on behalf of the city and ensures documentation meets city requirements; provides information on city policies and procedures as required; follows up to ensure customer question or issue is responded to appropriately.
- Enters data into a computer from a variety of sources including accounting, payroll, standard statistical, activity and related documents; inputs corrections and updates; verifies data for accuracy and completeness; conducts inquiries; compiles information for reporting.
- Collects and processes over the counter or phone-in registrations, documentation and records for various city programs or permits; enters program information into automated system(s); verifies and determines applicability and acceptance of information; disseminates information and records in accordance with rules and regulations; tracks and issues licenses and permits.
- Types and proofreads a variety of routine and standard documents, lists, and forms including general correspondence, standard reports, newsletters, brochures and memoranda from rough draft, standard formats, or verbal instruction; makes routine updates to website information; prepares packets of information; disseminates information as appropriate.
- Participates in the maintenance of filing systems; sets up work files; reviews records for various information as requested; fulfills and documents customer requests including sensitive and confidential materials according to established procedures; scans, copies and files written and audiovisual materials.
- Processes the mail; receives, sorts, and distributes incoming and outgoing correspondence and packages.
- Schedules functions such as meetings, workshops, events, and training for assigned area; maintains function calendar; orders materials, supplies and refreshments; set-ups, arranges, and ensures facilities are cleaned.
- Assures that all work performed in the unit meets the city's standards for customer service, accuracy, quality, and efficiency.
- Assures that the city's mission, goals and objectives are fully supported and initiated.
- Performs other duties and responsibilities as assigned.

Typical Qualifications

- High school diploma or equivalent required.
- One year of administrative support and/or customer service experience required.
- Valid driver license may be required depending on assignment.
- Ability to obtain notary public designation required after hire.

Must be able to successfully complete post-offer/pre-employment reference checks, drug screen, motor vehicle report, background and credit history check.

Preferred Skills, Knowledge, Abilities:

- Able to interact with the public in a professional and helpful manner.
- Exceptional customer service and communication skills in-person, over the phone, and in writing, with a customer-focused approach to ensure a welcoming environment.
- Able to create and participate in a team environment.
- Able to understand the importance of seeking resolution to problems and concerns, escalating to direct supervisor, as needed, in a timely manner.
- Able to take action in solving problems while exhibiting judgement and a systematic approach to decision-making.
- Display a willingness to listen and learn.
- Show initiative to seek other work upon completion of a task.
- Able to safeguard confidential information and use it or disclose it only as expressly authorized or specifically required in the course of performing job duties.
- Demonstrate sound time-management skills by effectively and efficiently organizing, prioritizing, and managing multiple tasks and deadlines.
- Uphold the city's standards for customer service, accuracy, quality, efficiency, and follow all city policies and procedures.

- Proficient in using various software packages for data entry, report writing, and other administrative tasks.
- Able to collect, analyze, and interpret data to support decision-making.
- Able to create clear and concise reports for various purposes.

Supplemental Information

The Civil Service testing process for this position consists of a written questionnaire and an oral board interview.

Those meeting minimum qualifications will be invited to participate in the written questionnaire phase. The written questionnaire will be sent to qualified candidates following the close of the job posting. Those passing the written questionnaire with a minimum score of 70% or higher and in the top twenty scoring candidates (or those tied for 20th) will be invited to the oral board interview phase.

Those passing the interview phase with a score of 80% or higher will be placed on the certified list of candidates eligible for hire. The certified list will be valid for up to one year from the date of certification. There is currently one vacancy within the City Clerk's Department for this classification. Those placed on the certified list could be contacted by any department with an Administrative Technician opening within the certified period.

Tentative Timeline:

Written Questionnaire: Emailed out following the close of the job posting

Oral Interviews: Week of September 8 - September 12, 2025

Anticipated Start Date: October 6, 2025

Qualified candidates will be notified of steps and dates in the process via governmentjobs.com email notifications. Be sure to apply using an active email address that you check often, and consider signing up for text message alerts to stay informed throughout the recruitment process.

The compensation range listed includes pay steps based on length of service with the City of Urbandale, therefore most employees are offered a starting rate closer to the minimum of the advertised range.

The City of Urbandale is an Equal Opportunity Employer. Persons with disabilities must submit requests for ADA accommodations to the Human Resources Department, in writing, prior to the application deadline.

Employer

City of Urbandale

Address

3600 86th St.

Urbandale, Iowa, 50322

Phone

515-278-3900

Website

<http://www.urbandale.org>

Administrative Technician Supplemental Questionnaire

*QUESTION 1

A high school diploma or equivalent is required for this role. Do you have a high school diploma or it's equivalent?

☐ Yes

☐ No

***QUESTION 2**

One year of administrative support and/or customer service experience is required for this role. Do you have one year of administrative support and/or customer service experience?

☐ Yes

☐ No

*** Required Question**