



City of Ames Principal Clerk - Public Works

SALARY	\$26.00 - \$36.15 Hourly \$54,080.00 - \$75,192.00 Annually	LOCATION	515 Clark Avenue, Ames, IA, 50010, IA
JOB TYPE	Full-Time	JOB NUMBER	26-0113-01
DEPARTMENT	Public Works	DIVISION	Public Works Administration
OPENING DATE	06/09/2026	CLOSING DATE	6/22/2026 12:00 PM Central
FLSA	Non-Exempt	BARGAINING UNIT	MERIT
RESIDENCY REQUIREMENT?	No		

Centrally located in the heart of Iowa, Ames is a vibrant, progressive community with more than 66,000 residents providing an excellent quality of life. Home to Iowa State University, Ames offers year-round recreation opportunities, diverse cultural offerings, a stable economy, safe neighborhoods, and a high-achieving school district.

General Information

The City of Ames is conducting a recruitment to establish a Civil Service eligibility list for this classification. The list will be valid for up to one year from the date of certification by the Ames Civil Service Commission and may be used to fill one or more vacancies in this classification. In addition, City of Ames Civil Service employees who have previously held Civil Service status in this classification and are interested in voluntarily demoting or laterally transferring into the current vacancy must submit their application by the deadline.

Under general supervision, plans, implements and carries out support staff functions, complex clerical assignments, and projects; applies departmental and City customer service, purchasing, budgetary, personnel, payroll, and record-keeping policies; serves as a liaison between Human Resources and Public Works Operations staff by communicating and assisting with implementation of personnel-related policies and procedures; protects the confidentiality of employee personnel, medical, payroll, training, and employment records; exercises sound judgment in applying departmental and City procedures; performs related work as required.

In order to be considered for this position, all applicants must submit their online application by the deadline listed on this posting. Your application includes complete responses to the supplemental questions. Please keep in mind that submission of a resume in lieu of work history on your application or answering the supplemental questions is not sufficient.

Compensation Philosophy:

The City of Ames has a compensation philosophy for our merit salary ranges that provides growth for employees as they gain experience and expertise in their roles. The minimum pay of each range is intended to reflect an employee's qualifications that meet the position's minimum requirements. The median of any range is for an employee who can reasonably meet all expectations of the position responsibilities without initial or extensive training. The City may consider a candidate's education, experience, and skills that are above the minimum requirements when considering a salary closer to the median. The median salary for this position is \$64,637.

Benefits

Our comprehensive benefits package can be viewed at: [City of Ames Benefits](#)

Public Service Loan Forgiveness (PSLF) Program: The PSLF Program is a federal program that is intended to encourage individuals to work in public service by forgiving the balance of their federal student loans. To qualify, the individual must have made 120 qualifying payments while employed by a qualifying employer. For more information, please visit: [PSLF Program](#)

Examples of Essential Job Functions

Serves as frontline customer service representative to citizens and customers through in-person interactions, telephone calls, emails, and other communications directed to Public Works Operations divisions. Provides needed support to members of work group. Receives and reviews documents in accordance with established policies and procedures; applies departmental and City policies; exercises sound judgment in applying departmental and City procedures. Plans, implements and manages complex clerical assignments and projects; collects and analyzes information; prepares summary reports for supervisory review. Composes meeting minutes and correspondence requiring knowledge of departmental operations and proper grammar. Develops and maintains filing systems and automated databases; uses software to compile, analyze, and generate reports.

Responds to customer and citizen requests; serves as the primary point of contact for citizens regarding the City's sidewalk and snowwalk safety programs and snow emergency operations; administers and coordinates sidewalk and snowwalk inspection, notification, tracking, and compliance activities; responds to inquiries regarding snow routes, snow removal operations, parking restrictions, sidewalk snow removal requirements, and other winter weather-related concerns; maintains customer and budgetary accounts.

Assists with departmental purchasing and budget administration, including entering purchase orders, processing invoices, monitoring expenditures, and utilizing City financial systems in accordance with City purchasing policies. Maintains employee time records and assists with payroll-related documentation.

Maintains employee training, certification, licensing, and compliance records, including tracking expirations and coordinating training registrations. Assists with employee licensing records such as CDL and DOT requirements.

Maintains a professional, courteous, calm, and composed demeanor while responding to citizen complaints, service requests, and emergency situations.

May assist with preparation and distribution of social media content, press releases, construction updates, emergency notifications, snow emergency information, sidewalk safety information, and other public information materials. Understanding of ADA Web Content Accessibility Guidelines (WCAG) is recommended.

Participates on the Public Works Safety Committee and assists with maintaining records related to safety programs including Hazard Communication, Bloodborne Pathogens, Emergency Action Plans, and other required documentation.

Each employee is expected to continually strive to bring shared values to life through our Excellence Through People organizational culture. ETP values include: committing to continuous improvement; inspiring creativity and innovation; being customer driven; making data-driven decisions; championing employee involvement; striving for excellence; having fiscal stewardship; acting with honesty and integrity; exhibiting leadership; choosing a positive attitude; respect and dignity for one another; promoting safety and wellness; and cultivating teamwork. For leaders, this includes creating a work culture that brings these values to life. For all employees, this includes maintaining a Total City Perspective. The purpose of ETP is to deliver exceptional services to the public at the best price, and for employees to experience an enjoyable and stimulating work environment.

Other Job Functions: May assist with maintaining departmental web pages and public information platforms; may serve as a backup member of the shared Public Works and Fleet Services support staff team during staffing shortages or peak workload periods; may assist with employee onboarding and offboarding; may assist with emergency operations and disaster documentation; may operate a forklift (upon certification) for receiving and organizing shipments; and performs other duties as assigned.

Qualifications

Education and Experience: Successful completion of high school, HiSet, or G.E.D. is required, with post-secondary professional development in support staff functions preferred. Three years of diversified office clerical and support staff experience is required. An equivalent combination of education in support staff functions and/or support staff experience may be considered. Continuing education and professional development are encouraged, including job-related training such as FEMA IS-100, IS-700, safety, customer service, records management, and related programs.

Knowledge, Skills and Abilities: Knowledge of modern office practices, customer service operations, and City departmental procedures. Basic knowledge of accounting, payroll, purchasing, budget administration, and financial systems. Skill in using office software including word processing, spreadsheets, databases, GIS, and related applications. Ability to organize complex clerical work, maintain accurate records, and manage multiple priorities. Ability to maintain confidentiality of personnel, medical, payroll, and sensitive records. Ability to communicate effectively with employees, supervisors, and the public, including in stressful situations. Ability to exercise sound judgment, follow City policies, and establish effective working relationships. Ability to type at least 40 words per minute.

Skill in organizing and maintaining complex clerical operations including both manual and automated filing systems; skill in executing a wide variety of routine and specialized office clerical functions, including demonstrated proficiency in word processing and other office software; skill in operating a computer terminal and other standard office equipment.

Ability to exercise sound, independent judgment in applying City and departmental policies and procedures to routine situations; ability to make simple analyses of data and to make arithmetic calculations; ability to prepare routine written reports; ability to establish and to maintain effective working relationships with City co-workers at all levels, customers and the general public; ability to type at least 40 words per minute.

Supplemental Information

Required Physical Activities: Talking, hearing, walking, reaching, grasping, pushing, pulling, repetitive motions, stooping, kneeling, crouching, standing, sitting, and finger dexterity.

Physical Characteristics of Work: Work requires sitting and/or using various computer equipment approximately 75% of the time, and standing and/or walking 25% of the time. Frequently requires the exertion of up to 10 pounds of force, and infrequently requires the exertion of 10 – 50 pounds of force to lift or otherwise move objects.

Vision Requirements: The minimum standard for those whose work deals largely with preparing and analyzing data and written information, accounting, transcription, using a computer terminal, and/or extensive reading.

Environmental Conditions: For most positions in this classification, the worker is not substantially exposed to adverse environmental conditions. In some positions, the worker may be subject to noise, vibration, mechanical hazards, electrical hazards, chemical hazards, or atmospheric conditions that affect the respiratory system or the skin.

Examples of Equipment Used on the Job:

Computer terminal and hardware; word processing, spreadsheet, database, presentation, GIS, financial, payroll, purchasing, records management, and communication software; tablet devices including iPads; copier/scanner and standard office equipment; telephone and two-way radio; mobile communication devices; forklift and material handling equipment as assigned.

Veteran's Preference Points

The City of Ames provides Veteran's Preference Points for Civil Service positions. A copy of your DD214 and, if applicable, proof of disability, must be attached with your application (or faxed to 515-239-5294) prior to the close date of the posting in order to receive Veteran's Preference Points.

Selection Process:

The selection process consists of an evaluation of education and experience; phone interview; on-site interview, which will include a manager meeting and computer exercise; and completion of reference checks and a criminal background check, which includes a sex offender registry check. All candidates will be notified by email of their application status.

****Preference may be given to applicants possessing qualifications above the minimum.****

E-Verify Process:

The City of Ames participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each applicant's Form I-9 to confirm work authorization. All candidates who are offered a position with the City of Ames must complete Section 1 of Form I-9 along with the required proof of their right to work in the United States and proof of their identity on their first day of employment. Please be prepared to provide required documents on your first day of employment. For additional information regarding acceptable documents for this purpose, please contact Human Resources at 515-239-5199 or go to the US Citizenship and Immigration Services web page at: <http://www.uscis.gov>.

NOTE: Applicants with disabilities may submit requests for ADA testing or interview accommodations to the Human Resources Department prior to the test or interview.

The City of Ames is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, age, religion, sex, sexual orientation, gender identity, genetic information, ancestry, national origin, marital status, disability, or protected veteran status and will not be discriminated against. Inquiries can be directed to the Human Resources Department at 515-239-5199.

Employer

City of Ames

Address

515 Clark Ave

Ames, Iowa, 50010

Phone

515-239-5199

Website

<http://www.cityofames.org/jobs>

***QUESTION 1**

Please describe your diversified office clerical and administrative support experience, including the length of time and types of duties performed (e.g., customer service, records management, payroll, purchasing, budgeting, or similar functions).

***QUESTION 2**

Please describe any experience you have providing administrative support in a municipal, county, state, or other governmental organization.

***QUESTION 3**

Please describe your experience with customer service, including your approach to handling difficult conversations, complaints, or emergency-related inquiries. Please include 1–2 specific examples.

***QUESTION 4**

Please describe your experience managing multiple priorities, deadlines, and competing tasks. How do you stay organized and ensure accuracy in your work?

***QUESTION 5**

Please describe your experience using computer systems and software such as Microsoft Word, Excel, databases, GIS applications, financial systems, or other similar programs. Include any experience with purchasing, payroll, or records management systems if applicable.

***QUESTION 6**

The hours are generally Monday through Friday, 8:00 AM to 4:00 PM, as well as rare overtime during emergencies.

This position also serves as a primary contact during snow emergencies and other urgent Public Works situations. Are you available to work these required hours, including emergency-related availability as needed?

☐ Yes

☐ No

*** Required Question**