

CITY OF LE GRAND, IOWA

DEPUTY CITY CLERK / UTILITY BILLING OFFICER

Position Type: Part-Time

Department: Financial Administration / City Hall

Reports To: City Clerk/Treasurer

Supervised By: City Clerk/Treasurer

POSITION SUMMARY

The Deputy City Clerk provides administrative, clerical, customer service, and financial support to the City Clerk/Treasurer's Office and assists with the daily operations of City Hall. This position serves as a backup to the City Clerk/Treasurer and will be cross-trained in the various duties and responsibilities normally performed by the City Clerk/Treasurer.

Because the City Clerk's Office is a small municipal office, the Deputy City Clerk may be required to perform a variety of duties outside of the normal day-to-day responsibilities of the position. The successful candidate must be willing and able to learn multiple aspects of municipal government operations and step in to assist the City Clerk/Treasurer when the Clerk is experiencing a heavy workload, is absent, or needs assistance meeting deadlines.

The position requires a high degree of confidentiality, accuracy, organization, professionalism, dependability, and attention to detail.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. City Hall Reception and Customer Service

- Serve as a professional and courteous first point of contact for residents, businesses, visitors, vendors, and other members of the public.
- Answer and direct telephone calls.
- Respond to general questions regarding City services, utility accounts, payments, permits, ordinances, meetings, and other municipal matters.
- Receive complaints and concerns from residents and document or refer them to the appropriate City official.
- Maintain a professional and welcoming City Hall environment.
- Accept and process utility billing payments received at City Hall.
- Operate the City's telephone, computer, printer, scanner, copier, postage equipment, and other office equipment.

2. Utility Billing and Customer Accounts

- Prepare and process monthly utility billing.
- Enter and verify utility meter readings.
- Review billing information for accuracy.
- Process utility payments.
- Post payments to customer accounts.
- Process payments received in person, through the City drop box, by phone, online, or through other approved payment methods.
- Prepare delinquency notices.
- Prepare utility shut-off notices.
- Maintain accurate customer account records.

*This job description is intended to describe the general nature and level of work performed by the position. It is not intended to be an exhaustive list of all duties and responsibilities.

- Assist customers with questions regarding their utility bills.
- Process account changes, including new accounts, final bills, and address changes.
- Process utility deposits and refunds as directed.
- Maintain confidentiality of customer account information.
- Assist the City Clerk/Treasurer with utility billing corrections and adjustments.
- Research any billing discrepancies.
- Process monthly utility billing reports and reconciliations to provide to City Clerk.

3. Accounts Payable and Financial Administration

- Warrant Invoices
- Organize bills and supporting documentation for the City Clerk
- Match Invoices with Purchase Orders, Receipts, or other supporting documentation.
- Maintain accurate records of payments and receipts.
- Assist with budget – related administrative tasks.

Note: The Deputy City Clerk shall perform financial duties only to the extent authorized and directed by the City Clerk/Treasurer and applicable City policies.

4. City Council and Meeting Support

- Assist with preparing City Council meeting materials.
- Assist with posting meeting notices and agendas as required.
- Attend City Council meetings when requested or in City Clerk's absence.
- Assist with preparing minutes for review by the City Clerk/Treasurer.
- Maintain official meeting records.
- File approved minutes and supporting documents.

5. Records Management and Filing

- Maintain organized electronic and paper files.
- Assist with filing correspondences, invoices, receipts, claims, minutes, ordinances, resolutions, permits, utility records, and other municipal documents.
- Assist with maintaining official City records.
- Assist the City Clerk/Treasurer with records retention and destruction procedures.
- Assist with responding to public records requests as directed.
- Maintain confidentiality of sensitive or confidential information.
- Ensure documents are properly labeled and stored for future retrieval.

6. Correspondence and Administrative Support

- Prepare routine correspondence, letters, notices, forms, and other documents.
- Proofread documents for spelling, grammar, accuracy, and formatting.
- Prepare mailing labels and correspondence.
- Assist with bulk mailings and resident notifications.
- Assist with updating City forms and informational materials.
- Assist with preparation of newsletters, announcements, and other City communications.
- Respond to routine correspondence as authorized by the City Clerk/Treasurer.
- Maintain professional communication with residents, vendors, contractors, government agencies, and other organizations.

7. Permits, Licenses, and Municipal Forms

- Provide applications and forms to residents.
- Receive completed applications.
- Review applications for completeness.
- Assist with maintaining permit and license files.

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- Collect applicable fees.
- Assist with building, zoning, nuisance, special event, animal, or other municipal administrative paperwork as applicable.
- Refer questions requiring interpretation of ordinances or City policy to the City Clerk/Treasurer, Mayor, or appropriate City official.

10. Social Media, and Public Information

- Post meeting agendas, notices, and other public information.
- Assist with preparing community announcements.
- Assist with updating forms and downloadable documents.
- Assist with maintaining accurate contact information and City information.
- Assist with social media or other City communication platforms, if applicable.

11. General Office Responsibilities

- Maintain an orderly and professional City Hall office.
- Order office supplies as authorized.
- Monitor office supply inventory.
- Assist with mail distribution.
- Sort incoming and outgoing mail.
- Make copies and scans.
- Prepare documents for filing.
- Maintain office equipment and report problems.
- Assist with special projects.
- Perform other clerical duties as assigned.

REQUIRED QUALIFICATIONS

Education and Experience

- High school diploma or equivalent required.
- Previous clerical, administrative, customer service, bookkeeping, municipal, or office experience preferred.
- Government or municipal office experience is helpful but not required.
- Experience handling money, financial records, or confidential information is preferred.

CONFIDENTIALITY

The Deputy City Clerk will have access to municipal records and information that may be confidential or otherwise protected by law. The employee is expected to maintain strict confidentiality and shall not disclose confidential information except as authorized or required by law.