

CITY OF SPRINGVILLE

POSITION DESCRIPTION

TITLE: Assistant City Clerk

DEPARTMENT: City Clerk's Office

LOCATION: Springville, IA

POSITION REPORTS TO: City Clerk

SUPERVISORY RESPONSIBILITIES: none

POSITION FUNCTION: Perform customer service function by answering telephones, assisting walk-in customers, filing, data entry, and official record keeping. Assist Deputy Clerk with utility bill processing and other office duties as required.

MAJOR RESPONSIBILITIES:

Essential Tasks:

1. Open City Clerk's Office in morning, check drop box, get and open the mail, close and lock office at end of day.
2. Customer Service - Answer phone, make copies, answer questions, listen to concerns, and accept payments and forward messages while maintaining necessary confidentiality.
3. Accounting System - Record receipts, generate bills, print checks, and perform data entry.
5. Word Processing- Type correspondence as needed. Organize and retain necessary records of documents.
6. E-mail - Check e-mail on a daily basis, respond to questions, send memos to city council, board, commission, and committee members as needed, and delete unnecessary messages.
7. City Council - See that copies of Council meetings are formatted and delivered to cable company for showing.
10. Newsletter – Write articles, label and compile for publication, mail; revise mailing list periodically as needed.
11. Web Page – Data entry and file uploading for the City's web page.
12. Ensure proper record retention pursuant to regulatory requirements and space limitations.

15. Maintain accurate cemetery information - Sell plots, collect grave opening fees, perform data entry into computer, research family history questions as needed, file request for veterans' grave reimbursement with Linn County annually.

23. Assist with research as requested.

Discretionary Tasks:

1. File paperwork and variety of documentation to allow for efficient retrieval.
2. Perform inventory of office supplies and order as necessary.
3. Make copies, faxes, email, and scanning on copy machine for citizens as needed.
4. Billing System - Generate bills, accept payments, post to computer, balance billing, prepare and make daily deposit, file payment and meter reading stubs in the absence of the Deputy Clerk.
5. Sign for deliveries and distribute to recipient.
6. Organize and box records for storage.
7. General sorting of expired materials.

CONTACTS: The incumbent in this position has daily contact with Librarian, Deputy Clerk, Janitor, Maintenance personnel and residents to exchange and interpret information. Also makes frequent contact with Mayor, City Council members, Board members and Assistant Librarian to exchange and convey information. Contacts made with persons outside the City are occasional and usually with a variety of vendors and service providers and involve the exchange and interpretation of information regarding City operations.

EQUIPMENT USED: Calculator, typewriter, computer, printer, phone, video camera, sound recording equipment, FAX and copy machines; Does perform minor maintenance activities on equipment.

QUALIFICATIONS:

A. Education - High School graduate or equivalent required. Some knowledge and/or training in an office environment preferred.

B. Experience – No government experience required. Some office experience or equivalent education preferred.

C. Special Abilities - Must be able to type at least 40 WPM, operate a calculator and be comfortable using computer; Must have good organizational skills; Must be a self-starter and have good communication skills to interact with patrons and City officials; Should be competent

in windows based software programs with data base, bookkeeping, and spreadsheet experience preferred.

D. Physical Requirements - Must be able to sit, watch, talk and listen for prolonged periods.

E. Mental Requirements - Must have the ability to concentrate on tasks involving math calculations, analysis, interpretation, organization and planning in an environment with constant interruptions and produce extreme accuracy and attention to detail; This is a position with moderate to high stress levels based on customer demands, accuracy requirements, time pressures and people and project management; Must understand and follow all employee conduct policies; Must be able to understand and properly follow directions from supervisors.

This job description is not intended to limit the responsibilities of an employee assigned to this position to those duties listed above. The employee is expected to follow any other reasonable instructions and perform any other reasonable duties requested by City management. The level of involvement may vary based on need and individual capabilities.