



## **Job Title: Assistant City Clerk I**

**Status:** Nonexempt

**Date:** August 31, 2005

**Written By:** Nick Wehmeier & Lynn Behrns

**Department:** Central Services

**Immediate Supervisor:** City Clerk

**Revised:** November 18, 2020

**Revised By:** Heather Russell

**Grade:** C

**Salary Range:** \$15.90 - \$19.07

### **SUMMARY**

Under the general direction of the City Clerk: customer service, entering utility payments, answering questions about utility bills or other City matters, assists with office processes including biweekly payroll and utility billing, prepares monthly reports, notarizes documents, communicates with City crews in writing and via two-way radio, and performs clerical duties.

### **SCOPE**

The purpose of this position is to assist with the overall operation of the City Hall by completing a variety of tasks as assigned.

### **SUPERVISION**

Under the general direction and supervision of the City Clerk. The Assistant City Clerk reports to and works closely with the City Clerk on a routine basis. The City Clerk is responsible for the annual review of the Assistant City Clerk and can recommend compensation increases as appropriate.

### **RESPONSIBILITIES AND DUTIES**

**Note:** This list is neither absolute nor restrictive, but indicates approximate responsibilities and duties, which may be redefined pursuant to operational needs.

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#### **1.0 Customer Service**

- 1.1 Receive utility bill payments and payments for other services provided.
- 1.2 Receive fees for animal licenses.
- 1.3 Answer a variety of questions related to City business.

#### **2.0 Assists with processing monthly utility bills.**

- 2.1 Enter customer account information and changes into computer, including names, addresses and other information.
- 2.2 Data entry of water and electrical readings into computer for bill calculation.
- 2.3 Generate and print utility bills.

- 2.4 Determine cost for mailing utility bills, complete mailing permit with check voucher for postage check.
  - 2.5 Send bills to customers.
  - 2.6 Respond to customer inquiries pertaining to utility bills.
  - 2.7 Credit customer account by entering amount received from customer into computer.
  - 2.8 Maintains the budget billing program.
  - 2.9 Maintain landlord database for utility reconnection when tenants leave.
  - 2.10 Issue letters to utility customers concerning electrical, water or sewer problems.
  - 2.11 Determine people eligible for budget billing and the budget billing amount.
  - 2.12 Generates work orders for City water, street and electric crews
- 3.0 Assists to reconcile money received against receipts at end of each business day.
- 3.1 Sums money received during day.
  - 3.2 Sums receipts.
  - 3.3 Compare money and receipt totals to determine if discrepancies exist.
  - 3.4 Search for cause of discrepancies and attempts to resolve.
- 4.0 Communicate with employees using two-way radio.
- 5.0 Prepares monthly reports for City Council.
- 5.1 Enters appropriate information, codes, and commands into computer to generate and print reports.
  - 5.2 Makes copies of reports.
- 6.0 Notarize City documents.
- 7.0 Perform clerical duties.
- 7.1 Answer and place telephone calls.
  - 7.2 Transcribe and compose documents.
  - 7.3 Maintain animal license data base.
  - 7.4 Responsible for water department flow meter information.
  - 7.5 Prepare financial reports as needed for annual audits.
  - 7.6 Responsible for utility locates.
- 8.0 Other Duties as Assigned

## **MINIMUM QUALIFICATIONS**

1. High school diploma or GED equivalent.
2. Must be bondable.
3. Demonstrate ability to type.
4. Demonstrate knowledge of bookkeeping and ability to perform simple arithmetic calculations.
5. Demonstrate ability to understand and accurately follow oral and written instructions.
6. Excellent work history and attendance record.

7. Excellent computer skills and a working knowledge of Microsoft Office suite.
8. Must be able to lift at least 20 pounds.

**PROFESSIONAL DEVELOPMENT:**

Participation and enrollment in job-related conferences, webinars, seminars, and/or meetings may be required. Travel and per diem allowance will be paid out based on the adopted policy.

**PHYSICAL DEMANDS/WORK ENVIRONMENT:**

- Work is performed in a standard office environment; may be required to travel to various sites, locations and/or events and conferences.
- Frequently required to lift and/or move up to 10 pounds and occasionally lift and/or move up to 40 pounds.
- Occasionally required to climb or balance, stoop, kneel, crouch, or crawl.
- Frequently required to sit and talk or hear; stand and talk or hear; use hands to handle, feel or operate objects, tools, or controls and reach with hand and arms.
- Moderately quiet in office setting.