

**CITY OF CLARE
JOB DESCRIPTION
OFFICE ASSISTANT/DATA ENTRY**

Supervised By: City Clerk

Supervises: No supervisory responsibility

Position Summary:

Under the supervision of the City Clerk, serves as clerical/data entry person for the City's permits, utility, tax, and permit receipting and processing, accounts payable, accounts receivable, payroll processing, newsletter and mailroom processing, and assists with elections administration. Serves as backup to the City Clerk and Deputy Clerk as needed. Maintains all related records and serves as liaison to the public regarding inquiries and administrative processes providing top notch customer service; performs other office support tasks as assigned.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Working under the direction of the City Clerk and in conjunction with other municipal departments, performs a full range of administrative tasks pertaining to accounts payable and receivable, building permitting, utility processing, payroll processing and related records management.
2. Provides positive interaction with the public. Responds to inquiries, answers and directs phone calls for all departments at City Hall, responds to walk-in requests, and otherwise facilitates processes by providing information and guidance on various requirements and procedures. Ensures that all documents submitted by the public for action by the city are complete prior to routing them to the appropriate department.
3. Coordinates the permitting process. Routes permit through various departments and assure that necessary City permits are complete and issued in a timely manner.
4. Maintains a complete record-keeping system for city documents including but not limited to accounts payable, accounts receivable, payroll, personnel files, Ordinances, Resolutions, minutes, etc. Enters and files permits, accounts payable and accounts receivable, and payroll. Provides follow-up phone calls and statements for collection of accounts.
5. Maintains the city's parks and meeting room scheduling calendars.
6. Receipts incoming funds for all municipal departments.

7. Prepares correspondence and assists in the preparation of the City's newsletter.
8. Completes forms and reports, compiles data and gathers information as necessary. Prepares and compiles various reports as requested by the City Commission, City Manager and others.
9. Performs clerical and data entry assistance for the utility department as needed.
10. Processes Freedom of Information requests and maintains records those requests (FOIA) as required by law.
11. Orders and maintains office supply levels.
12. Attends educational seminars and programs related to job function to increase knowledge and effectiveness and learn new processes that are beneficial to municipal operations.
13. Performs other basic clerical tasks requiring skill in word processing, spreadsheet development, records retention and customer service.
14. Cross-trains and performs the duties of the Deputy Clerk and City Clerk as needed to cover absences in the Clerk's department. Works the customer service desk, answers phones, types, files documents and completes assigned tasks.
15. Provide assistance to voters by processing absentee ballot applications. Assists in set up and testing of election equipment and Election Day tasks and preparations as needed.
16. Possesses or has the ability to attain Election Administrator certification and maintains Election Inspector Certification to assist in the election process.
17. Serves as a Public Notary for the city.
18. May be required to work occasional evenings or weekend days to take minutes for commission meetings, work elections, or assist with a special activity.
19. Assists with the preparation of board/commission packets and complete follow-up action of meetings as needed.
20. Performs other duties as directed.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position; reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- Must be friendly, outgoing, have a positive self image and the desire to help others; is able to provide positive interaction with other employees and hold customer satisfaction at a high level.
- Knowledgeable in accounting practices.
- High school diploma supplemented with technical training in secretarial science, office management, public administration, records management, accounting or related field.
- Ability to maintain confidentiality.
- Ability to schedule, coordinate and setup events and activities.
- Skill in maintaining complex record keeping and document retention systems.
- Knowledge of and the ability to conduct research and read and interpret legal and historical city documents.
- Skill in accurately compiling and evaluating data and information, and preparing clear and accurate reports.
- Knowledgeable in the utilization of all Microsoft Office applications.
- Knowledge of the principals and procedures of office management and effective records retention.
- Knowledge of accounts payable, accounts receivable, building and zoning ordinances, and related municipal policies and procedures.
- Skill in customer service and instruction.
- Ability to use basic office equipment such as telephone, calculator, photocopier, scanner, fax and computer with applicable software applications such as word processing, spreadsheet, database, pdf document creation, email/internet/world wide web, municipal software for accounts payable, accounts receivable, cash receipting, and payroll processing.
- In addition to the above requirements, all City positions require the ability to read, write, speak and understand the English language as necessary for the position; the ability to follow written and oral instructions; and the ability to courteously serve the public. City employees are also expected to possess and maintain a record of orderly, law-abiding citizenship, sobriety, integrity, loyalty and ethical behavior as it pertains to and reflects upon their employment with the City.

Preferred Knowledge, Skills, Abilities and Qualifications:

- Experience in BS&A software and Adobe Professional applications.
- Previous employment as an election inspector, election administrator or related experience.
- A working knowledge of municipal operations.
- Knowledgeable in municipal recordkeeping practices.
- Knowledgeable in Human Resources and Safety recordkeeping.
- Two or more years in an administrative assistant position, preferably in a municipal setting.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read script and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must occasionally lift and/or move items of light and medium to heavy weight. The employee must occasionally climb and descend stairs.

The typical work environment of this job is a business office setting where the noise level is typically quiet and sometimes moderate.