

JOB DESCRIPTION

**Administration
City of Arlington**

Title of Class: Assistant Deputy Clerk
Effective Date: September 19, 2016
Pay Status: Non-Exempt

DESCRIPTION OF WORK

General Statement of Duties: Responsible for quality customer service delivery in the areas of monitoring facility activities while providing appropriate customer contact and facilitating proper procedures, including all aspects of day-to-day operations of, general repairs and the general cleanliness of the Community Center. This position also performs general secretarial and clerical duties which support the operations of the City Office.

Supervision Received: Works closely with the Deputy Clerk and is under the direct supervision of the City Administrator.

Supervision Exercised: None; may provide minimal oversight over those using the Community Center.

TYPICAL DUTIES PERFORMED

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

1. Greets the public by walk-in and phone, determines the nature of business, provides information, answers questions, researches files and/or refers as appropriate.
2. Meets with potential renters of the Community Center and provides information on what is available in the Community Center, assists renters in ordering linens, assures proper use of equipment provided to facility users, prepares Community Center rental contracts, and coordinates rental inspections. This position also assures that facility and/or equipment set-up and teardowns for events are completed in a timely manner and schedules all cleaning for the Community Center.
3. Responsible for the billing processes for the ambulance and fire departments: recording ambulance run information, extra time and sending ambulance billing information to 3rd party billing system; typing and sending out fire bills.
4. Maintains the calendar for the Community Center, park shelters and facilities, athletic fields and EMS Building.
5. Coordinates Community Sign information, publication of City Newsletter and e-newsletter, and updates to the City website under the direction of the Administrator.
6. Maintain and recommend updates when needed to all policies regarding the Community Center.

7. Assists individuals with cemetery lot purchases, locating lots for burial markings and headstone placement.
8. Assists the Deputy Clerk with payroll, accounts payable, utility billing and accounts receivable functions, which includes preparing claims listing for Council approval, generating checks for bill payments, updating citizen account information, sending out bills, entering cash receipts into the utility billing system, prepare and reconcile cash drawer, perform some accounting/banking tasks on payments received.
9. Oversees and processes all building permit applications for permitted uses and/or activities, which comply with the provisions of the City's Zoning Ordinances working closely with Zoning Administrator and Building Official.
10. Maintains, organizes and secures official records of the City: executes posts, publishes and records documents, notices and contracts as required; ensures compliance with Minnesota Data Practices Act, and State and City record retention policies; maintains all land and equipment ownership records, including titles, deeds, abstracts, and easements.
11. Assists with processing a variety of licenses (liquor, pet, business, etc.).
12. Utilizes document-imaging software to scan, store and retrieve a wide variety of department records and documents.
13. Performs a wide range of clerical and administrative tasks to support the efficient operation of the Administrative Department: performs miscellaneous filing and record keeping; assists in weeding and maintaining files; sorts and routes incoming departmental mail; orders and stocks office supplies; types a variety of documents and forms; coordinates routine and emergency maintenance of all office equipment.
14. Provides information, explanation, and assistance to the public and other employees on a wide range of City policies and procedures.
15. Assists in the sale of items such as photocopies, maps, fax services, and other fee services offered by the City.
16. Maintains listing of all leases and agreements entered into by the City. Informs the Administrator of upcoming termination dates.
17. Completes research projects as assigned.
18. Attend annual training and/or seminars necessary to fortify professional development and to stay abreast of changes related to job duties.
19. Performs general cleaning and light maintenance duties.
20. Travels out of office to conduct research, deliver documents, run errands, and pick up supplies.
21. Performs other related duties as apparent or assigned.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of, and ability to understand/apply, state and federal laws, City ordinances and policies, departmental policies, procedures and directives.
2. Ability to communicate effectively both orally and in writing with coworkers, city

administrative staff, the media, a variety of diverse individuals and the general public. Position requires a considerable amount of public contact requiring skills in customer service and the ability to handle irate customers.

3. Knowledge of basic bookkeeping/accounting practices and procedures.
4. Knowledge of, and skill in, the correct use of English in business writing.
5. Knowledge of data privacy and open meeting law requirements. Ability to handle confidential and sensitive information with appropriate degree of discretion.
6. Knowledge of local geography, City streets and addresses, business and residential areas.
7. Skill in the operation of various office equipment, computers and pertinent software packages; including but not limited to Microsoft Word, Excel, PowerPoint, Outlook and Adobe Acrobat.
8. Ability to research and analyze data, determine alternatives, and make recommendations in accordance with established policies and procedures.
9. Ability to work independently and plan, organize and prioritize work tasks.
10. Ability to perform multiple tasks at one time and ability to focus on the task at hand even during stressful and time-critical situations and prepare work results with 100% completeness and accuracy.
11. Must be flexible with schedule, which includes the possibility of meeting potential customers on weeknights/weekends and/or responding to needs at the community center on the weekends.

PHYSICAL REQUIREMENTS

The primary tasks and functions of the position consist of typical office functions as well as duties related to the care of and marketing of the Community Center. While performing the duties of this job, the employee is regularly required to sit, stand and move about the office and Community Center; use hands to finger, handle or feel objects, tools or controls; lift and move chairs and tables with assistance from another individual, and reach and lift with hands and arms. The employee is required to speak, hear and see in order to share information, receive instructions and complete tasks using a computer screen. Tasks may require extended periods of time at a keyboard and preparing the Community Center before or after an event. The employee must occasionally lift and/or move up to 25 pounds.

The normal work environment is a modern, climate-controlled office and community center building, with moderate levels of noise generated by conversations, phones, cleaning and other office equipment.

MINIMUM QUALIFICATIONS

Must possess and maintain a valid Minnesota Class "D" driver's license. Must have graduated from high school or have a GED equivalent. Generally, must be able to respond to the Community Center within 15 minutes for Community Center renter needs or coordinate with other City Staff to do so.

DESIRABLE QUALIFICATIONS

Associate's Degree or Certificate in a related field from an accredited college, university or technical school. Fluency in a second language, in addition to English, that has a recognized presence in the community. (Spanish, etc.) Local government experience.