

CITY OF VAN METER

TITLE: ADMINISTRATIVE CLERK

DEPARTMENTS: City Administration

AVAILABILITY: 32-35 Hours per week (Monday – Friday)

CLASSIFICATION: Non-Exempt (Hourly), Benefit eligible with +32 hours/week

PAY RANGE: \$23-\$26.00/hour plus employer paid benefits (Insurance: Medical, Dental, Vision, Life, AD&D, and Short-Term Disability)

JOB FUNCTIONS: Responsible to see that all facets of the city clerk's office operate as needed.

JOB RESPONSIBILITIES:

This position has the responsibility for determining priority of some tasks listed subject to the direction of the city clerk/treasurer, Mayor, and City Council.

Customer Service:

1. Answer the telephone.
2. Respond to messages or forward messages to the appropriate person.
3. Backup to: collect mail from the post office, open mail, route mail to the appropriate person and respond to mail if needed
4. Wait on customers, provide information, receive information, and receive payments.
5. Respond to customers' email inquiries or route them to the appropriate person.
6. Backup to place posts on social media and to respond to posts on social media, answering questions and providing accurate information.
7. Sign for packages and route them to the appropriate person.

Communication:

1. Keep other city hall staff informed of current issues.
2. Communicate information to the entire staff.
3. Perform research for staff, management, and customers.
4. Send out correspondence and other mailings as needed.
5. Manage email system and respond or forward when needed.
6. Report on street light issues to utility companies.
7. Receive formal complaints and forward them to the appropriate person.
8. Update website.
9. Proofread and edit documents as needed.
10. Process emergency notifications.
11. Compose letters and reports as needed.
12. Post items into the City's social media system.
13. Post messages on the electronic sign at city hall.

Monthly FACTS:

1. Submit informational articles about the utility billing system.
2. Backup to obtain bins from the post office.
3. Assist with the printing and processing of the newsletter.
4. Backup to research the number of issues to mail and prepare the forms to mail newsletter.
5. Distribute information about the newsletter's processes.
6. Backup to mail and distribute newsletter.
7. Receive items for the newsletter from various people.

Meetings:

1. Backup to post public notices as required. Examples are agendas, public hearing notices, ordinances, and others as needed.
2. Assist in setting up and tear down the room.
3. Backup to perform all city clerk/treasurer meeting duties in the absence of the city clerk/treasurer including, but not limited to sending agenda request email, receive packet items, build the packet, prepare the room, attend the meeting and take minutes, type the minutes and any other documents after the meeting and post or publish as required, and tear down the room.

Documentation:

1. Managing paper files, this involves filing information correctly, weeding out unneeded information, and selecting information to be archived.
2. Managing electronic files involves determining file structure and procedures to print or scan documents into the computer system as electronic files, and implementing new areas to use electronic files to reduce use of paper, and more.
3. Draft various forms as needed, these may be paper or electronic - if electronic, see what business processes may be written to make the handling of this form more efficient.
4. Input issues into the database and retrieve information as needed.

Payroll:

1. Record time accurately on own timecard.
2. When another staff person is gone, be the second person to assist to sign off and approve timecards, verify time sheet information, calculate distributions of time, record time sheet information on spreadsheets, generate and distribute pay checks and direct deposit notices, track leave time available and used on a spreadsheet to balance with the payroll system, and process required reporting. This includes weekly, monthly, or annual tax payments to the US Treasury

Accounting:

1. Lead to administer the utility billing system.
 - Wait on customers, opening envelopes from mail and drop box.
 - Check for online payments.
 - Collect new resident utility requests, as well as presenting new residents with utility information.
 - Process service orders.
 - Revise documents used with utility system.
 - Initiate the monthly and as needed meter readings.

- Generate the bills, process penalties, process delinquent notices, generate reports, scan or print all documents related to utility billing.
 - Communicate and recommend action for delinquent accounts to the city clerk/treasurer and the Mayor.
 - Ensure code enforcement for utility matters.
 - Work with the city clerk to process needed liens/assessments for uncollected amounts due.
 - Work with the city clerk to process write-offs for uncollectable amounts due.
 - Submit information to the Income Off-set Program as described by the Iowa Department of Revenue
 - Suggest ordinance changes to City Clerk when needed.
2. All other payments.
 - Wait on customers.
 - Open envelopes from the mail and drop box.
 - Check for online payments.
 - Notify the appropriate department.
 3. Receipt Management.
 - Enter daily payments.
 - Print receipts.
 - Balance the daily total of checks, cash, and credit card payments with the daily reports
 - Electronically sign the daily report
 - Make up the deposit slips.
 - Back up to take the deposits to the bank
 4. Backup to send out account receivable invoices.
 5. Send tax exempt certificates to vendors.
 6. Accounts Payable:
 - Backup to accounts payable processing.

Building Department:

1. Distribute building department forms, receive completed forms and plans, collect building department fees, work with 3rd party building permit administrator and process monthly building permit reports.
2. Assist the Building Administrator as needed.

Board of Adjustment:

1. Post agendas and public notices.
2. Receive forms and process fees.

Planning and Zoning Commission:

1. Post agendas and public notices.
2. Receive forms and process fees.

Parks Department:

1. Receive requests for field rentals (youth baseball & softball)
2. Backup to receive Park and Recreation Director schedules and post in calendar.
3. Receive Park and Recreation Department payments and enter information on appropriate spreadsheet and distribute information to the Parks and Recreation Director

Fire Department:

1. Receive donations and other FD money.
2. Backup to print posters, thank-you cards, and other documents as needed.

Police Department:

1. Receive donations and other PD money
2. Backup to print posters, thank-you cards, and other documents as needed

Other Duties:

1. Order or purchase city supplies as needed.
2. Count petty cash weekly and fill out the form.
3. See that cash handling procedures are followed and secure.
4. Be available for contact for emergency situations by residents and staff.
5. Operate all office equipment: phone, copier, printer, fax, computers, and more.
6. Contact IT or equipment contractors to fix problems.
7. Assist other staff members with operating office equipment.
8. Report any building problems or maintenance needed.
9. Recommend building equipment or updates.
10. Assist to organize the Annual City-wide Garage Sale Day – revise forms, receive payments, make maps, etc.
11. In the event of a natural disaster, assist to operate the Incident Command process; see that the city clerk's office can function; make contact with residents, other agencies, and contractors; start documentation of all activity including city resources used, resources donated, expenses, and staff time; work with agencies to file documentation needed for assistance.
12. Notarize documents.
13. Attend training sessions to keep current with regulations and software.
14. Receive permit applications (Special Event, Peddler's, Food Truck, Sound etc) and distribute accordingly.
15. Ensure that the City of Van Meter will be able to operate efficiently in the absence of some staff.
16. Be aware of all city policies as listed in the City of Van Meter Personnel Policy Manual or as may be updated.
17. Put up and take down interior holiday decorations.
18. Other tasks as may be required.

CONTACTS: This position makes frequent contact with the city clerk's office staff to exchange and interpret information. Also makes frequent contact with the Mayor, City Council, and City Engineer to exchange and interpret information. Also makes frequent contact with the other City of Van Meter employees to exchange and interpret information. Contacts with residents are significant and regular and usually involve the exchange and conveyance of information. Contacts made with persons outside the City are frequent and are usually with vendors, contractors, and other agencies and involve the exchange and interpretation of information.

EQUIPMENT USED: Automobile, computers, multi-line office telephone system, calculator, multi-function printers/copiers/fax machines, large scanner, tablets, smart phone, TV, radio, meter reading equipment, paper cutter, microwave, stapler, shovel, and salt spreader and others.

QUALIFICATIONS:

A. Education – High School Graduate or equivalent required. Some college education with office or accounting emphasis or Iowa's Municipal Professional's Institute and Academy training preferred.

B. Experience – Experience in an office environment required, with governmental office experience preferred. Microsoft Office preferred.

C. License/Certifications/Endorsements – Must hold a valid driver's license. Must be bondable. The Van Meter City Council may approve to obtain Clerk Associate, Finance Associate, Municipal Clerk, or Municipal Finance officer certifications through IMFOA and/or Certified Municipal Clerk or Master Municipal Clerk through IIMC. Employment with the city is required for two (2) years following certification or the employee will reimburse the City for all education-related expenses incurred.

D. Special Abilities - Must have good organizational skills; must be a self-starter; have good communication skills to interact with staff, elected officials, and citizens; and the ability to manage numerous processes at the same time.

E. Physical Requirements – Must be able to lift objects weighing more than 50 pounds on an occasional basis and carry, push or pull them up to 10 feet unassisted; must be able to stand, sit, listen, and watch for extended periods of time.

F. Mental Requirements – Must have the ability to prioritize, plan and schedule a variety of maintenance related activities in accordance with established deadlines; must be capable of performing under moderately to highly stressful conditions created by the need to provide accurate solutions to problems and meet citizen's expectations under time deadlines.

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.

DISCLAIMER

All duties and requirements in this job description have been determined by the employer to be essential job functions and are consistent with ADA requirements and are representative of the functions that are necessary for successful job performance. They may not, however, reflect the only duties performed. Employees in this job class will be expected to perform other job-related duties when it can be reasonably implied that such duties do not fundamentally change the basic requirements, purpose, or intent of the position.