



CITY OF DONALD

10710 Main Street N.E. • PO Box 388 • Donald, OR 97020-0388

Phone 503-678-5543 • Fax 503-678-2750

www.donaldoregon.gov

City Clerk

Job Description

Job Title:	City Clerk
Work Hours:	Full time
Status:	Nonexempt
Reports To:	City Manager
Salary Grade:	20

General Statement of Duties

This position is primarily responsible for cashiering, reception, secretarial/clerical duties, collection and processing of Utility Payments and serves as the initial point of contact for the public. Although the majority of work will take place at City Hall, occasionally it will require running errands out of town. This position requires the capability to embrace a superior customer service-oriented attitude, understand and carry out oral and written instructions, work independently as well as part of a team and the ability to maintain good working relationships with co-workers and the public.

Essential Duties

The following descriptions set forth typical examples of work for this position, but does not include other occasional work which may be similar, related to, or a logical assignment to the position.

General Duties:

- Interact with the public on a frequent basis, providing superior customer service to assist and resolve issues related to city services and programs.
- Serve as a cashier for utility payments and other City accounts receivables.
- Prepare bank deposits and daily cash balance.
- Set up and clear meeting space for all City meetings and City sponsored events.
- Keep front reception area clean and stocked with City's educational and event material.
- Perform light cleaning of City Hall such as sweeping, vacuuming, taking out garbage.

- Post public notices to the City community boards and website as directed by the City Manager.
- Advertise for City events utilizing available resources and/or creating flyers.

Clerical/Administrative Duties:

- Assume primary responsibility for reception, copy and fax services, checking and relaying voicemail messages, and collection, distribution and delivery of mail.
- Answer telephones and respond to callers by providing information or referring to appropriate individual; receive visitors to City Hall and provide information or perform services as needed.
- Provide clerical services, as assigned by the City Manager which may include typing, processing documents, recording and tracking data, emailing, faxing, copying, preparation of forms, memos, reports and letters.
- Operate office equipment including computers, calculators, telephones, fax machines, scanners and photocopiers.
- Produce and maintain the regularly occurring events on the City's staff calendar.
- Create and update City forms as needed or as directed by City Manager.
- Establish and maintain filing system for the storage and retrieval of internal/external correspondence, records, reports and documents.
- Serve in lead role in preparing packets for electronic and printed distribution.
- Provide clerical support for City Code Enforcement program and send accounts to collections as needed.
- Serve as secondary accounts payable and payroll.

Utility Billing Duties:

- Serve as lead role in maintaining utility accounts including working with customers to setup payment plans, answering account questions, processing accounts for final billing, generating new accounts and transferring rental accounts back to property owner.
- Process Utility accounts for billing including exporting meter information to meter read device, importing meter reads to the billing software, reviewing reports for accuracy and printing monthly utility bills for stuffing and mailing.
- Maintain the online utility billing payment portal Civic Pay and troubleshoot customer issues.
- Produce, document and commit service requests for meters as needed.
- Process late fees, delinquency notices, shut-offs, and retro fees for failed payment plans.
- Perform rate adjustments in utility billing software; produce and distribute rate notices.
- Work with Public Works Director to process monthly DMR report for Fargo Interchange, which includes processing and producing monthly sewer bill for Fargo and mailing DMR report, and any supplemental reports, to DEQ as required.

Working Conditions/Physical Demands of the Position

Most of the work period occurs under usual office conditions where the noise level is typical of most office environments with telephones, personal interruptions and background noise. Regular focus on a computer screen; daily use of a keyboard or similar device; occasional dealing with distraught or difficult individuals; weekly lifting, moving or carrying objects up to 30 pounds; occasional attendance to meetings or activities outside of normal working hours; occasional operation of a motor vehicle on public roads.

Mental and Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job with or without a reasonable accommodation. Frequent repetitive motions are required including, but not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. The job is largely sedentary work, which involves sitting most of the time. Sedentary work also occasionally requires exerting up to 10-30 pounds of force and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the City to accommodate the limitation.

Supervision Received

The City Clerk works under the direction of the City Manager.

Supervision Exercised

Supervision is not a typical function assigned to this position.

Job Qualifications Requirements

The following information describes the job qualifications and requirements; the City recognizes the equivalent combination of education and experience which provides the knowledge, skills, and abilities to perform the duties as described.

Knowledge Of:

- General knowledge of business vocabulary, spelling, punctuation, syntax and basic mathematics; considerable knowledge of modern office practices and procedures
- Springbrook Software
- Microsoft Office – Word, Outlook, Publisher and Excel

- Adobe Acrobat
- Personal computers and other office machines and equipment
- Recordkeeping practices
- Oregon Ethics Laws and Rules
- Oregon Retention Laws

Ability To:

- Work well with the public and co-workers and board members
- Provide superior customer service
- Coordinate and prioritize competing tasks
- Maintain attention to detail and meet deadlines
- Prepare neat, organized, and professional quality work
- Handle confidential and sensitive information on a regular basis
- Perform secretarial, clerical and office assistance work involving independent judgment and requiring accuracy and speed
- Learn the necessary departmental and City operations
- Type sufficiently to perform the duties of the job
- Use Springbrook Software utility billing and finance modules
- Establish and maintain files and file systems

Skills:

- Operation of general office equipment, computer software, and 10-key calculator
- Communicate effectively in writing and orally
- Quick learner and multi-tasking
- Active listener
- Professional office organization and filing

Minimum Education and Experience

High school diploma or equivalent and two years of general office experience, or a satisfactory equivalent combination of education, experience, and training related to the position. Experience in a municipal office setting or similar environment is preferred.

Compensation and Benefits

The City Clerk position is a regular hourly, full-time position (non-exempt). The wage and benefits are determined by the annual City budget. Benefits may be subject to specific requirements in the Employee Handbook, Personnel Policies, and/or completion of introductory period. At the discretion of the City, benefits are subject to change.

The City of Donald is an Equal Employment Opportunity Employer