



CITY OF DONALD

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Phone 503-678-5543 • Fax 503-678-2750

www.donaldoregon.gov

JOB TITLE: City Clerk
SALARY: \$21.03 - \$24.39 Hourly, DOE
JOB TYPE: Regular Full-time
WORKING HOURS: 8:00am to 4:00pm, Monday – Friday

DESCRIPTION

The City of Donald is seeking a City Clerk with advanced customer service skills capable of learning new software. Municipal government experience is preferred, but not required. This position is primarily responsible for cashiering, reception, clerical duties, collection and processing of utility payments and serves as the initial point of contact for the public. This position requires the capability to embrace a superior customer service-oriented attitude, understand and carry out oral and written instructions, and work independently as well as part of a team.

Examples of 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.

Essential Duties and Responsibilities:

- 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.
- Serve as a cashier receiving, posting, balancing, and preparing payments for daily bank deposits.
- Serve as lead role in utility billing performing the following duties: maintaining customer accounts through telephone, counter and written contact; post and balance cash receipts; prepare utility bills; collection of delinquent accounts; produce and process service requests; coordinate meter readings; maintain the online utility billing payment portal.
- 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.
- Establish and maintain filing system for the storage and retrieval of internal/external correspondence, records, reports and documents.
- Set up and clear meeting space for City meetings and events.

JOB QUALIFICATIONS

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.

Knowledge, Skills and Abilities:

- Working knowledge of computers, electronic data processing, and common office software.
- Working knowledge of modern office practices and procedures.
- Ability to learn Springbrook Software and use efficiently.
- Skill in operating office tools, equipment and modern office computer programs.
- Ability to communicate effectively verbally and in writing.
- Ability to establish and maintain positive and cooperative working relationships with City staff, board members and the general public.
- Ability to work under pressure and deal professionally with frequent interruptions.
- Ability to maintain attention to detail, multi-task and meet deadlines.
- Ability to follow up and follow through.

SUPPLEMENTAL INFORMATION

Working Environment

In the performance of the job duties, the employee will be working in an office environment under usual office working conditions. The noise level in the work area is typical of most office environments, with telephones, personal interruptions, and background noises. Occasional dealings with distraught or difficult individuals, occasional meeting attendance or activities outside of normal working hours, occasional operation of a motor vehicle on public roads.

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.

Compensation and Benefits

- Excellent City-paid medical, vision, and dental benefits for employees and family members;
- City-paid contribution to a 401(a) retirement savings plan;
- Paid time off
 - 13 paid holidays plus an additional 8-hour 'floating holiday'
 - 8 hours of sick leave per month
 - 10 days of vacation leave per year with progressive increases
- Basic life, AD&D and long-term disability insurance.

The City of Donald is an Equal Employment Opportunity Employer.