



JOB DESCRIPTION

Title:	Office Clerk – Temporary	Status:	Part-Time
Department	Administration	Pay:	A or B
Reports To:	City Manager	FLSA Status:	Non-Exempt

POSITION SUMMARY

This position performs administrative and confidential functions as the Office Clerk, which includes records management, answering phones using a multi-phone line, greeting guests, answering questions about the City, mail processing, payment entry, and support of the Administrative Assistant and other staff. This position reports to the City Manager.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. However, they are not to be construed as exclusive or all-inclusive. To perform this job successfully, an individual must be able to perform each duty satisfactorily. Other duties may also be required or assigned.

1. Provides first line customer service to internal and external customers; greets, receives, and screens visitors and customers; addresses and resolves customer questions as able and refers complex inquiries, requests, or complaints to appropriate staff.
2. Sorts, copies, and distributes a variety of correspondence, deliveries, and mail; opens, logs, and routes office mail; retrieves, delivers, and sends faxes and scanned documents.
3. Assists Administrative Assistant in water and sewer billing, including printing and mailing notices.
4. Provides back up to Administrative Assistant with Utility Customers including collection of past due accounts, payment agreements and other functions of the Public Works department.
5. Receives and processes payments for water and sewer, licensing fees, permit fees, and cemetery payments. Applies payment to proper account and provides receipt of transactions when necessary.
6. Serves as back up for Council meetings and committee meetings; ensures compliance with public meetings laws; records City ordinances, resolutions, and minutes.
7. Assists in budget and audit documents as requested by City Manager, department managers, Finance Director, and independent auditor.
8. Provides confidential administrative support to the City Manager and Finance Director.
9. Serves as back up for Accounts Payables, including verification of invoicing, obtaining department approval for expenditures, processing vendor payments, and updating GL.
10. Maintains meeting room schedules.
11. Provides maintenance of City Website.
12. Other duties as assigned.

MINIMUM REQUIRED QUALIFICATIONS

- High School Diploma (GED) and two (2) years of progressively responsible experience in an administrative support role.

OTHER REQUIREMENTS

- Proficiency in Microsoft Software including Microsoft Word, Excel and Outlook

PREFERRED QUALIFICATIONS

- Associates Degree in an administrative or business program
- Previous work experience with an accounting-based software.
- Previous municipal experience.

KNOWLEDGE SKILLS ABILITIES

- Knowledge of the State Statutes relative to the function and organization of City government operation
- Knowledge of the principles and practices of office management and records retention.
- Knowledge of principles and practices of budgeting and fiscal management.
- Skill in defining problems and evaluating alternatives and recommending methods, procedures, and techniques for resolution of issues.
- Ability to research and analyze detailed information and make appropriate recommendations.
- Ability to interpret and implement regulations, policies, procedures, written instructions, general correspondence, and other department specific documents.
- Knowledge of Department operating requirements, policies, procedures, and practices; and local, state, and federal regulations related to department programs and operations.
- Knowledge of computer software including word processing, spreadsheet, and database applications consistent for this position.
- Knowledge of current office practices and procedures and knowledge of the operation of standard office equipment and software.
- Skill in organizational and time management to prioritize duties to accomplish a high volume of work product while adapting to constant changes in priority.
- Ability to perform detailed work accurately and independently in compliance with stringent time limits with minimal direction and supervision.
- Ability to understand and effectively carry out verbal and written instructions.
- Ability to prepare and maintain accurate and concise records and reports.
- Ability to communicate clearly, concisely, and effectively in English with others in both written and verbal form.
- Ability to define problems, exercise sound judgment, and address a variety of situations.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.
- Ability to always maintain professionalism.
- Ability to maintain confidentiality.
- Ability to maintain discretion regarding business-related files, reports, and conversations, within the provisions of Oregon Open Records and other applicable State and Federal statutes and regulations.
- Ability to establish and maintain effective working relationships with others.
- Ability to perform mathematical calculations required for this position.
- Ability to work the allocated hours of the position.

PHYSICAL AND WORK ENVIRONMENT

The physical and work environment characteristics described in this description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions or as otherwise required by law. Employees needing reasonable accommodation should discuss the request with the employee's supervisor.

- This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, frequently requires standing, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires walking, stooping, kneeling, crouching or crawling and reaching with hands and arms.
- Work has standard vision requirements. Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Work requires preparing and analyzing written or computer data and observing general surroundings and activities.
- Work has no exposure to adverse environmental conditions.
- Work is generally in a moderately noisy office setting (e.g. business office, light traffic).

Nothing in this job description limits management's right to assign or reassign duties and responsibilities to this job at any time. The duties listed above 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 employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

EMPLOYEE ACKNOWLEDGMENT

I have received, reviewed and fully understand this job description. I further understand that I am responsible for the satisfactory execution of the essential functions as well as skills and abilities described therein. Furthermore, I understand this document will change over time, as necessary. From time to time, I understand I may be asked to perform duties and handle responsibilities that are not specifically addressed in my job description. I understand that this does not constitute an employment agreement.

Employee Signature

Date

Employee Printed Name