



CITY OF HAMBURG JOB DESCRIPTION

JOB TITLE: Deputy Clerk/Utility Billing Clerk

DEPARTMENT: General Government Administration

EFFECTIVE DATE: October 2011

FLSA STATUS: Part-Time, Non-Exempt

HOURS WORKED: 10-20 Hours/Week

DEFINITION:

The Utility Billing Clerk of the City of Hamburg is responsible for performing skilled clerical work processing water and sewer bills and payments, assisting with banking, and acting as a receptionist for the City Hall. The Utility Billing Clerk also performs general clerical work and assists with accounts payable and receivable. The Deputy Clerk is responsible for performing administrative and professional work, managing the finances and accounting and maintaining the records of the City under the general supervision of the City Clerk/Treasurer. The Deputy Clerk is also responsible for assisting with elections and other related duties as required and assumes all department and other duties in the absence of the City Clerk/Treasurer.

MISSION STATEMENT PURPOSE:

To represent the city in a professional manner; to treat residents as valued customers and strive to provide them with services that represent good value and good quality in a timely fashion; to treat fellow employees with respect and consideration; to provide parks and recreation areas that are beautiful, environmentally friendly places in the community.

SUPERVISION RECEIVED:

Works under the general and technical direction of City Clerk/Treasurer.

SUPERVISORY FUNCTIONS:

None.

EQUIPMENT/JOB LOCATION:

This position uses a variety of equipment typical to a traditional office setting. Such equipment may include, but is not limited to, personal computers, scanner, 10-key adding machine, typewriter, printers, telephones, fax machines, and copy machines.

ESSENTIAL FUNCTIONS OF THE JOB:

- Greets the public, determines the nature of business, provides information, answers questions, researches files and/or refers as appropriate; sorts, opens, and delivers morning mail; and runs errands including to the post office and bank.
- Receives requests, complaints, and information from the public and transmits to staff and/or City Council or handles.
- Accepts payments for water and sewer bills. Balances batches and makes deposits. Prints water and sewer reports. Prepares monthly water and sewer bills by calculating, printing, reviewing, sorting and mailing. Prepares and mails delinquent letters. Handles customer complaints, questions and adjustments as needed.
- Prepares Community Center, Community Hall and Park rental contracts.
- Completes applications for cigarette and alcohol licenses. Orders and sells dog/cat licenses and issues building permits for City.
- Prepares accounts payable and receivable transactions including coding and posting information to automated journals; verifies account information; and generates checks for bill payments and generates invoices for accounts receivables.
- Acts as secretary for the City Council including attending all Council meetings and taking minutes; assists in preparing agendas and Council packets, resolutions and other necessary paperwork for meetings; organizes and maintains records of minutes, ordinances, and resolutions.
- Provides certified copies of proceedings and records of the city upon request.
- Assists with local elections including required training; preparing ballots and receiving candidate filings; providing supplies for polling places; posting and publishing notices of election; coordinating details with County certifying results for Council, etc.
- Prepares and mails Public Nuisance Letters as necessary.
- Prepares and conducts Background Checks as needed.
- Maintains confidentiality in accordance to the Government Data Privacy Act.
- Participates in Professional Staff Development. Participates in training and education opportunities to maintain and improve proficiency. Attends and participates in professional organizations. Associates with agents and departments from other cities to learn about and maintain professionalism.
- Learn essential duties of the City Clerk/Treasurer and be able to perform them in his/her absence. May require working full-time a couple of times per year (to cover absence of Clerk/Treasurer when on vacation, sick, classes, etc.).
- Performs other duties when assigned by City Clerk-Treasurer/City Council.

REQUIRED KNOWLEDGE, SKILLS AND ABILITY:

- Knowledge of applicable Federal and State laws, City ordinances, City and departmental policies and procedures, and relevant reference materials.
- Good knowledge of City Office practices and procedures and office equipment.
- Ability to perform general clerical work requiring a high degree of accuracy.
- Ability to efficiently organize work tasks.
- Ability to deal confidently and effectively with members of the public, both in person and on the telephone.
- Ability to communicate openly with the City Clerk/Treasurer and City Council both verbally and in writing.
- Ability to maintain appropriate level of discretion with confidential information.
- Ability to organize assignments, prioritize tasks and independently complete work in a timely manner including during stressful situation and under deadlines.
- Ability to review, classify, categorize, prioritize, and/or analyze data.
- Ability to work independently without supervision.
- Ability to remain calm when dealing with difficult people/situations and exemplify an enthusiastic, resourceful and effective service attitude.
- Ability to perform arithmetic computations accurately and quickly.
- Ability to work under pressure and with frequent interruptions.
- Ability to effectively communicate ideas, explanations, and recommendations, orally and in writing.
- Ability to establish and maintain effective working relationships with community groups, commissions, elected officials, employees, and the general public.
- Ability to attend continuing education seminars as deemed necessary by City Council.
- Have a general understanding of City Government.

PHYSICAL DEMANDS:

Work is light to moderate, requiring sitting for extended periods, and variably frequent rising, walking, standing and bending. This position is required to have hand and arm dexterity adequate to allow for extensive use of key boards, to talk and hear with enough proficiency to allow for communicating by phone or in person, and to have adequate vision to accommodate frequent viewing of computer screens and printed reports. This position requires lifting and/or moving up to 10 pounds frequently, and infrequently lifting or moving up to 25 pounds. The noise level is usually low to moderate.

The work environment and physical demands described here 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.

MINIMUM QUALIFICATIONS:

- Must be a US Citizen or a Resident Alien and possess a valid Minnesota Driver's License or the ability to obtain within thirty (30) days of employment.
- High school diploma or GED.
- Two (2) years of secretarial, receptionist, customer service, and/or clerical experience.
- General knowledge of current computer based programs used by the City or the ability to gain proficiency during employee probation period.
- Knowledge of office procedures, filing systems, record keeping, and accounting procedures
- Proficiency at reading, interpreting, and communicating procedures and policies
- Basic internet skills and knowledge.

DESIERABLE QUALIFICATIONS:

- Experience working in City Government and with the Public.
- Experience in utility operation and billing
- Additional vocational or business school training
- Accounting background in billing and/or accounts receivable and accounts payable entry.
- Proficient in the use of Microsoft Word and Excel and QuickBooks Pro.

NON-DISCRIMINATION POLICY:

The City of Hamburg will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, disability, age, marital status, sexual orientation, or status with regard to public assistance.

The examples given above are intended only as illustrations of various types of work performed and are not necessarily all-inclusive. The job description does not constitute an employment agreement and is subject to change as the needs of the City and requirements of the position change. The City of Hamburg reserves the right to change and/or eliminate any and all job duties as necessary. This position is subject to a background check and drug and alcohol testing.