

**CITY OF PRIEST RIVER
JOB DESCRIPTION**

**DEPUTY CITY CLERK I
ADMINISTRATION
REVIEW DATE: JUNE 2018**

GENERAL STATEMENT OF DUTIES

Performs a variety of administrative and clerical duties in the collection, receipt, and input of data for payments on accounts for utilities, services, dog licenses, and permits. Maintains utility accounts, runs monthly utility statements, and related reports. Provides general office support in the areas of maintaining files and related documentation. Assists City Clerk in a variety of other related duties assigned. Acts as City Clerk Pro-tem in absence of City Clerk.

Supervision Received: Works under the general supervision of the City Clerk.

Supervision Exercised: None

EXAMPLES OF DUTIES

- Acts as receptionist; greets visitors, answers telephone, and responds to a variety of questions; routes calls or visitors to appropriate City employee or department.
- Responds to issues, questions, and problems posed by customers or employees; evaluates circumstances based upon policy and precedent.
- Follow processes and procedures based upon established departmental policies.
- Composes routine correspondence on own initiative.
- Takes applications for licenses, acquires proper approvals, obtains necessary documents for approval, and issues to customer once approved.
- Updates adjustments – debits and credits to utility accounts; updates proper notes in customer files.
- Collects and processes cash received for all departments, properly recording receipts and maintaining the cash drawer.
- Prepares, processes, and mails monthly utility billing.
- Enters payments on accounts for utilities, services, dog licenses, and permits.
- Accurately maintains the customer database for City utility accounts.
- Works with City employees to calculate correct consumption reports for analysis – calculating overage charges.
- Monitors delinquent accounts and prepares shut-off notices.
- Direct citizen complaint forms and give proper information to customer.
- Maintains accurate files and records under established filing systems and procedures.
- Distributes and processes incoming and outgoing mail to the appropriate department.
- Assists staff members in other areas of departmental operations as needed.
- Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Cash management and utility billing software.
- General office practices and terminology.
- Computer terminal operation and PC software, including spreadsheets.

Ability to:

- Develop effective relationships with supervisors, fellow employees, and the public.
- Independently make sound and reasonable decisions in accordance with laws, ordinances, regulations, and established policies.
- Communicate effectively both verbally and in writing.
- Maintain complex clerical records and prepare reports from such records.

Skilled in:

- Effective communication and public relations.
- Maintaining a high degree of accuracy and reliability in all phases of job performance.
- Handling multiple tasks concurrently.

NECESSARY SPECIAL REQUIREMENTS

- High school diploma or equivalent
- Ability to be bonded.

ESSENTIAL PHYSICAL ABILITIES

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively on the telephone and in person.
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions and review, evaluate, and prepare a variety of written/typed documents and text materials.
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment and a personal computer.
- Sufficient personal mobility, flexibility, and balance, with or without reasonable accommodation, which permits the employee to sit and work at a keyboard for an extended period of time, and work in an office environment.

This position is not FLSA exempt.

The City of Priest River is an equal opportunity employer.