CITY OF WEST LIBERTY, IOWA

Administrative Clerk

DATE: Adopted 02/2024

CLASSIFICATION: Non-Exempt **DEPARTMENT:** Administration

JOB DESCRIPTION:

Summary/Objective
The Administrative Assistant Clerk performs a wide variety of general office procedures necessary for efficient functioning of the City. The job entails receptionist duties, word processing, spread sheets, database work, building permits, and other general clerical duties. This position also performs other duties as required.

DISTINGUISHING CHARACTERISTICS:

The Administrative Assistant Clerk is distinguished from other classifications in its responsibility to assist in performing professional level of support for the City Administrative Offices. The Administrative Assistant Clerk reports to the City Clerk.

ESSENTIAL FUNCTIONS:

- Performs duties pertaining to confidential data; assists the Utility Billing Clerk with front line questions; answering and routing phone calls; greeting and directing visitors to appropriate persons and locations; answering inquiry calls from the public in a courteous and timely manner; taking messages; and providing general information to visitors.
- Assists the Utility Billing Clerk with instructing persons moving into or within the City of procedures necessary to ensure utility service; communicates necessary service order instructions to the utility departments; prepares work orders for utility departments.
- Receipts in funds received for all departments.
- Handles the front-end administration of Building Permits for the Public.
- Performs data entry, typing, filing and other clerical duties as directed; reviews information for completeness, enters information, and prepares reports.
- Processes applications for dumpster and special appliance pick up.
- Processes RecDesk payments.
- Takes Applications for peddlers, transient merchants, and solicitor's permits.
- Assists other City departments by preparing service orders.
- Sign for amazon, FedEx, and other carriers for the City of West Liberty.
- Contact Department Heads when a package has been delivered for their department.
- Processes mail and drop box payments.

- Handles credit card payments in person, online and on the phone.
- Handles filing for the staff in the office as requested.
- Count down drawers at the end of the business day.
- Puts supplies away when they are received.
- Handles Park Shelter Reservations.
- Handles Salvage Vehicle Inspection Scheduling.
- Performs other duties as apparent or assigned. Cross Training with other staff.

QUALIFICATIONS (POSITION REQUIREMENTS AT ENTRY):

- Knowledge of Cash Handling.
- Knowledge of Customer Service.
- Knowledge of Financial Software.
- Knowledge of Microsoft Office.
- Knowledge of Email Etiquette.
- Knowledge of modern office procedures and practices; ability to operate computer hardware and software in an efficient and effective manner.
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SKILLS AND ABILITIES (POSITION REQUIREMENTS AT ENTRY):

- Ability to think logically and follow written, verbal or diagrammatic instructions using several abstract or concrete variables.
- Ability to perform arithmetic calculations involving fractions, decimals and percentages.
- Ability to make appointments and process mail, ability to compose original correspondence; and have substantial contact with people.
- Ability to establish and maintain an effective working relationship with superiors, co-workers and the public; ability to handle a wide array of social situations.
- Ability to comprehend and implement departmental policies, routines and standard operating procedures; ability to address issues involving confidential information.

TRAINING AND EXPERIENCE REQUIREMENTS:

Education:	Graduation from High School or equivalent G.E.D.
Experience:	This is an entry level into City Government. Experience in customer service and following policies. Experience with computer work and filing.
Preferred Education/Training:	Continuing education through Governmental Training Programs

LICENSING REQUIREMENTS:

Position must be bondable in an amount determined by City policy.

ESSENTIAL PHYSICAL ABILITIES:

Positions in this class typically require: sitting, reaching, standing, grasping, kneeling, talking, hearing, seeing, and repetitive motions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Exerting up to 25 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Specific visions abilities require by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work is generally performed in an inside office environment with appropriate heating and cooling and is not subject to significant occupational or environmental hazards other than those normally associated with public contact. The noise level in the work environment is usually moderate.

SUPERVISORY RESPONSIBILITY:

This position has no supervisory responsibilities.

POSITION TYPE AND EXPECTED HOURS OF WORK:

This is a full-time position, and hours of work and days are Monday through Friday 8:00 a.m. to 4:30 p.m.

DISCLAIMER:

The above information is intended to describe the general nature and level of work to be performed by employees in this position. It is not intended to be an exhaustive list of all duties, responsibilities, requirements, and working conditions. The City reserves the right to change or assign other duties to this position as needed and as deemed appropriate. Employees holding this position will be required to perform any other job-related duties requested by management. Reasonable accommodations may be made as needed for employees to perform the essential duties and responsibilities and meet the requirements of the position. City of West Liberty employees are considered at-will employees. An employee may terminate his/her employment at any time and the City may also terminate the employee's employment at any time. Unless otherwise provided by contract or law, all employment with the City of West Liberty is to be considered "at-will".

SIGNATURES:

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee_____ Date_____