

DEPUTY CITY CLERK - InTOUCH CITIZEN RELATIONSHIP MANAGEMENT (CRM)

FLSA STATUS - Non-Exempt

DESCRIPTION OF WORK

Under direction of the City Clerk and subject to legislative or administrative determination of policy and legal requirements, responsible for maintaining the *InTouch CRM* Program, directs and performs work in the maintenance of official city records; issues business licenses; collects charges, fees and revenues, and assists in the Safety & Training Programs.

DUTIES - EXAMPLES OF WORK

ESSENTIAL DUTIES:

Assists in the work involved in maintaining official city documents and records, including books, papers, deeds, title papers, contracts and other records; assists in preparing City Council agenda; attends council meetings and keeps a journal of its proceedings, ordinances and resolutions; directs the official publication of notices and ordinances; accepts and routes communications for the City Clerk, City Manager, and Council; maintains the Clerk's Index; receives revenues; registers voters and conducts elections; checks names on petitions and other documents against official registration lists; assists in coordinating work of the City Clerk's office with other city departments; issues licenses, permits and other related documents; files and maintains all personnel and other records and reports required by law, the City Manager or Council; processes insurance and pension claims; assists in drafting annual budget; assists in administration of the City's personnel program; assists the City Clerk and City Manager as required.

OTHER DUTIES: Works with some community organizations in planning and conducting special events and youth projects; performs related duties, and other duties as assigned.

QUALIFICATIONS

Knowledge and thorough understanding of the city's departments and their functions.
Knowledge of phone etiquette with the ability to positively relate with citizens and associates.

Knowledge of the city's Safety and Training programs with the ability to schedule and to teach in a classroom setting.

Thorough knowledge of the laws, statutes and ordinances pertaining to the City Clerk's office.

Thorough knowledge of modern office practices, principles, and methods.

Working knowledge of the rules and procedures of the Council proceeding.

Working knowledge of the principles and practices of municipal bonds and finance.

Ability to communicate effectively in oral and written form.

Ability to maintain confidentiality.

Ability to carry out work in a timely fashion and accurately.

Ability to carry out mathematical procedures.

Ability to gather data and make analyses.

Ability to establish and maintain effective working relationships with officials, other

employees, and the public.

PHYSICAL AND SENSORY REQUIREMENTS

Ability to perform sedentary physical work and to lift and carry up to 10 pounds;

Ability to stand, walk, run, sit, climb, reach, grasp, push, pull and perform similar body movements;

Possesses hand/eye/foot coordination adequate to operate office equipment including a computer;

Ability to talk and hear in person and by telephone;

Ability to see and read instructions, manuals, codes and statutes, and figures on a computer screen.

EXPERIENCE AND TRAINING

Any combination of experience and training equivalent to graduation from high school and two years of progressively responsible office experience with municipal procedures, bookkeeping, documents, supervision, and office practices.