

JOB DESCRIPTION Deputy Clerk

Department: City Hall
Accountable To: Town Clerk and Town Manager
Employment Status: Full-time (40 hours/week); Non-exempt

SCOPE OF WORK AND FUNCTIONS: Responsible for all aspects of utility billing and customer service. Performs a variety of clerical and office support duties; provides information and assistance to others; prepares and maintains a variety of statistical or narrative reports and records. Provides assistances to Town Clerk and Town Manager.

PRIMARY OUTLOOK:

1. Must agree to perform to the best of his/her ability any and all tasks assigned to him/her.
2. Must demonstrate the maturity and abilities necessary to complete tasks without continual direct supervision – be self-motivated – *and also* be able to take direction and supervision from supervisor(s).
3. Must demonstrate the maturity and flexibility necessary to handle a wide diversity of tasks.
4. Must demonstrate maturity and flexibility to handle interruptions and general changes in plans.
5. Must display a desire to provide the customers of the Town with the best possible service within budget and time limitations.
6. Must display a sense of pride or satisfaction in a job well done, knowing that no matter what the task, it is important to the overall operations of the Town.
7. Must demonstrate the ability to establish and maintain effective working relationships with supervisor(s), customers, Council Members, and other Town of Sneads personnel.
8. Must demonstrate the ability to maintain confidentiality with regard to the day-to-day business of the Town.
9. Must demonstrate the desire and ability to use safe work habits.

PRIMARY DUTIES:

Utility Billing

1. Keep all utility policies current and inform customers of the same.
2. Keep database for utility billing current.
3. Enter meter reads for monthly billing.
4. Process the re-reads for meters.
5. Prepare and mail billing for all customers (computerized and “special” circumstances).
6. Post and reconcile daily payments and process returned checks.
7. Print and maintain filing system for all reports pertaining to utility billing and receipts.
8. Process work orders for turning services on and off.

9. Keep delinquent accounts listing current and perform collection duties to keep uncollected monies at a minimum.
10. Assist customers with understanding their bill and inform them of changes in policy or rates.
11. Reconcile monthly reports of utility billing payments received and billed.
12. Invoice special service accounts
13. Annually prepare backflow testing reports and charge the customer.
14. Prepare annual Federal Data Reports of Utility Customers
15. Prepare flow chart for annual water loss reports.
16. Provide 911 addresses.
17. Maintain the security, safety and retention of documents and information as required by law.
18. Perform assigned duties of the Clerk in the event of his/ her absence.

Customer Service

1. Perform routine receptionist duties providing information to the public and employees.
2. Greet and assist visitors/customers.
3. Answer telephone, direct calls, and respond to inquiries.
4. Receive and process customer payments daily, including incoming mail and night drop box.
5. Process Log Cabin Rental – maintain and distribute keys.
6. Process/coordinate Rental of Pavilions at Sneads Park.
7. Process Boat Launch Fees.
8. Issue/renew Boat Launch Passes.
9. Issue Skate Park Passes.
10. Maintain & distribute record of garbage pickup/limbs, etc.
11. Maintain record of mosquito complaints.
12. Process Development Orders.
13. Coordinate animal complaints with Animal Control.
14. Report streetlight outages to WFEC.
15. Processing and responding to public record requests according to state laws.

Miscellaneous Duties

1. Maintain informational forms and policies.
2. Process Occupational Licenses.
3. Process Developmental Orders.
4. Assist Town Manager by keeping them informed of non-compliance issues.
5. Provide Notary services.
6. Prepare special events such as parades, boat races, employee events, etc.
7. Attend Town Council meetings to take minutes and transcribe them.
8. Prepare and coordinate Amnesty Weeks.
9. Gather various information from other municipalities for comparisons.
10. Oversee all advertising, jobs, hearing notices, grants, etc.
11. Oversee the town website, Facebook page and digital sign.
12. Maintains office supplies and orders when necessary.
13. Process quarterly reports for the 941 taxes and unemployment taxes.

14. Prepare the Fuel Tax Revenue Reports.
15. Assist the Town Manager/ Town Clerk with input of the annual Budget and prepare the Ordinances and Resolutions for the Budget.
16. Assist the Supervisor of Elections personnel with town elections, by preparing all town qualifying paperwork and collection of such.
17. Ensuring adherence to local government regulations and state laws regarding recordkeeping and public access.

Assistance to Town Clerk

1. Oversee Worker's Comp forms and claims.
2. Help process payroll and various associated reports biweekly and quarterly as well as keeping database current.
3. Assist Town Clerk with any and all tasks deemed necessary by him/her.
4. As time allows cross-train on Town Clerk's duties.

Vehicles

1. Will drive the vehicles provided for City Hall staff in a safe manner, obeying all traffic laws.
2. Will keep the vehicles free of trash and debris.
3. Will notify Town Manager and Maintenance Supervisor of problems with performance of the vehicle – repairs that might need to be made.

OTHER DUTIES:

1. Will perform any and all additional tasks deemed necessary.

MINIMUM REQUIREMENTS:

1. You must possess a high school diploma/G.E.D. certificate, or college degree preferred, but not required.
2. Must possess and maintain a valid State of Florida driver's license.
3. Must have general working knowledge of various office equipment – computers, copy machines, fax machines and calculators.
4. One (1) year relative municipal experience preferred or related office/ administrative experience.
5. Training or experience using Microsoft office spreadsheet and word processing software.
6. Typing 40+ words per minute.

PHYSICAL DEMANDS:

1. Must have vision and ability to read printed material and computer screens.
2. Must have hearing and speech adequate to communicate in person and over the telephone.
3. Must have dexterity of hands and fingers to operate various office equipment – computers, copy machines, fax machines and calculators.

ACKNOWLEDGEMENT OF JOB DESCRIPTION

I, the undersigned, do hereby acknowledge that I have read the job description for Deputy Clerk and have discussed it with the Town Manager.

Having done so and having accepted the position, I hereby agree to perform to the very best of my ability the tasks set forth in this job description.

Print Name

Signature

Date

Witnessed by Town Manager or Town Clerk