

DEPUTY CITY CLERK/OFFICE SPECIALIST

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under general supervision provides statutory and administrative functions as delegated by the City Clerk; acts as confidential administrative support to the City Manager and Assistant to the City Manager. Assists in the administration of municipal elections, Fair Political Practices Commission reporting, records and data management, and statutory obligations; provides information and service to the public, City Council and Town Committees. Provides a variety of responsible and difficult office support activities which may include word processing, data entry and organization, telephone and counter reception, processing invoices, record keeping, report preparation, and filing; provides information and assistance to the general public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the City Clerk. Exercises no direct supervision over staff. May supervise voluntary, temporary and/or intern staff.

CLASS CHARACTERISTICS

This is a journey-level class that performs the full range of advanced and difficult clerical and office support duties to the Administration Department, including document preparation, record keeping, compiling and organizing information from various sources, taking and transcribing minutes, assisting in department-related projects and programs, screening phone calls, visitors, and mail, and directing questions to the appropriate staff. Positions receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the department.

This class is distinguished from the FTE of an Office Specialist in that the position performs tasks related to the Deputy City Clerk position as directed by the City Clerk. Work is reviewed periodically to assure conformance and to measure results.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists with planning and organizing the City Clerk's Department to include City Council and other Town Committee as directed.
- Assists in the planning and organizing of official Town/Committee documents and records including agendas, minutes, ordinances, resolutions, contracts, agreements, deeds and other legal documents and official records.
- Participates in the development, implementation and monitoring of goals and objectives of the City Clerk's Office.
- Assists with the preparation of records retention schedules and administers the storage, retrieval and destruction of documents; coordinates the town-wide document imaging program and maintenance of electronic records and records storage systems; analyzes and evaluates records management

technology. Assists in maintenance and update of departmental records systems and specialized databases.

- Researches and compiles information from various sources; prepares reports and correspondence.
- Represents the Town in inter-departmental, community and professional meetings.
- Acts as the City Clerk in his/her absence; attends City Council meetings; attends Town meetings as necessary; acts as recording secretary
- Assists in the planning and conduct of municipal elections.
- Performs highly skilled administrative assistance, including those tasks of confidential nature to the City Manager and Assistant to the City Manager.
- Performs a wide variety of complex and difficult clerical duties to support departmental operations, including filing, preparing records and monthly reports, processing business license, public works, and building permit applications, scheduling inspections, accounts receivable, cashiering duties, creating project files, and preparing, coding, and processing invoices.
- Prepares, copies, collates, and distributes a variety of documents, including City Council, board, and committee agendas and packets, bid packages, purchase orders, contracts, and service agreements; ensures proper filing of copies in departmental or central files.
- Screens calls, visitors, and incoming mail; assists the public at front counter and directs public to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from public; directs callers to appropriate Town staff as necessary.
- Operates full-service post office including selling and ordering postal supplies, preparing mail and packages for delivery, and explaining policies and procedures to customers.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Performs cashiering duties; receives money and issues receipts; collects and accounts for service fees; balances cash receipts; provides reports to the Finance Department.
- Monitors and orders office and other related supplies; assists in preparing, processing, and tracking purchase requisitions for services and materials; receives vendor invoices; prepares requests for payment for management approval.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Departmental practices and procedures and applicable Town policies.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Principles and procedures of cash handling.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.

Ability to:

- Perform responsible clerical support work with accuracy, speed, and minimal supervision.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Interpret and apply administrative and departmental policies and procedures.

- Compose correspondence and reports independently or from brief instructions; maintain records and databases.
- Make accurate arithmetic computations.
- Understand the organization and operation of the Town as necessary to assume assigned responsibilities.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by college-level coursework and/or technical training in secretarial science and/or office administrative support and four (4) years of responsible clerical experience preferably in a City Clerk/City Attorney or similar office environment. A bachelor's degree is highly desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.