

Customer Service Specialist / Deputy City Clerk

Dept/Div: Administration/City Manager's Office

FLSA Status: Non-Exempt

General Definition of Work

Performs intermediate administrative support work assisting the public, answering the telephone, receiving/greeting visitors, responding to questions, following up on issues requiring additional research, serving as the Deputy City Clerk, providing general clerical support, preparing reports and documents, maintaining records and files, ensuring compliance with policies, procedures, ordinances, regulations, and related work as apparent or assigned. Work is performed under the moderate supervision of the City Clerk.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Greets visitors, answers telephone, takes information, and refers calls to appropriate personnel.
- Provides information and answers questions regarding city services and functions.
- Provides information to citizens and employees.
- Responds to citizen requests, inquiries and complaints in a professional and timely manner.
- Follows up on any customer issues requiring additional research.
- Escalates unresolved issues to the appropriate director or supervisor.
- Prepares Frequently Asked Questions (FAQs) and Standard Operating Procedures (SOPs) to create a consistent and positive customer experience and maximize efficiency.
- Maintains data regarding the number and types of complaints, locations, times, responses, recurrences, and actions taken.
- Works with departments and divisions in the formulation of complaint handling procedures.
- Confers with supervisory or managerial personnel to recommend changes in order to avoid recurring complaints.
- Provides clerical support and assistance as needed to the City Clerk, City Manager's Office, Assessing, Information Technology, Finance, Human Resources, and for special projects as assigned.
- Seals, attests, and notarizes legal documents.
- Orders office and operating supplies; maintains supply inventory; coordinates arrival of merchandise.
- Enters and processes invoices.
- Maintains City Hall meeting room calendars and elevator access; posts meeting notices.
- Inputs data and maintains databases; compiles information and produces periodic reports.
- Receives payments for special assessments, licenses, permits, and other services using various payment methods.
- Sorts mail; performs shipping coordination.
- Serves as the Deputy City Clerk; acts as the City Clerk in the clerk's absence.
- Assists the City Clerk in conducting City elections; performs election preparation and support functions; provides election information to candidates and the public.
- Assists in the maintenance of official City records and monitors the retention schedule.
- Processes permits and licenses; explains requirements and procedures; distributes information to license holders.
- Provides support to the City Clerk in preparation of agendas and minutes; attends regular and special City Council meetings as directed.
- Assists in maintaining records of appointments to City committees, boards, and commissions.
- Opens bids as directed.
- Provides back-up support to administrative staff in other departments for minute taking.

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Knowledge, Skills and Abilities

Thorough knowledge of standard office practices, procedures, equipment and office assistance techniques; thorough knowledge of the organization and functions of the City and of general administrative policies and practices; excellent interpersonal and customer service skills; ability to use tact and courtesy when communicating with the public; strong problem solving and decision making skills; ability to perform and organize work independently; ability to prepare effective correspondence independently; ability to operate standard office equipment and applicable software packages; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships with associates and the general public.

Education and Experience

Associates/Technical degree and two years of increasingly responsible experience in administrative support, customer assistance, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires sitting and occasionally requires standing, walking, reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; ; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Obtain Minnesota Notary Public Commission within 3 months of hire
Valid driver's license

Last Revised: 5/18/17