

CITY OF RITZVILLE

DEPARTMENT: Administration

TITLE: Deputy Clerk Treasurer I – Administrative Assistant

REPORTS TO: Clerk-Treasurer

POSITION PURPOSE:

The Deputy Clerk Treasurer I is a non-exempt position under the direct supervision of the Clerk-Treasurer, performing assigned duties in accordance with policies and procedures.

Clerk duties include performing administrative work in support of city clerk-treasurer operations, functions, and programs. Performs a variety of routine clerical duties, including typing and word processing, filing, answering phones, following specific procedures or under close direction from a higher-level employee. Operates a variety of office machines and computer programs.

Treasurer duties include performing a variety of routine accounting tasks calculating, balancing, posting and typing to complete transactions. Performs routine duties requiring accuracy, attention to detail and solid time management in order to complete accounting functions in a timely manner.

ESSENTIAL DUTIES:

CLERK:

1. Answers central telephone system and department dispatch phone.
2. Provides clerical or technical support to other staff members as required. Composes reports, memoranda, and other material with accuracy, and completeness.
3. Assists with the preparation and distribution of City Council and Planning Commission packets and transcribes minutes.
4. Maintains public complaint log, track complaints, and write letters and notices as per city code.
5. Assists with permit applications, payments, and communications with building inspectors' office.
6. Assists with grant coordination by tracking grants, maintaining files, submitting reimbursements and conducting research.
7. Maintains inventory records for each city department.
8. Assists with record retention schedules and processes.
9. Assists with cemetery plot and fee information, receipts payments, and maintains records and maps.

TREASURER:

1. Receives telephone calls and customer visits concerning utility billing or services; handles questions and matters of a more technical nature and responds to citizens' complaints.
2. Writes, codes, and reconciles receipts for all revenues.
3. Prepares related monthly internal/external reports.
4. Posts payments to utility accounts.
5. Issues golf season passes and receipts payments.
6. Receipts in cash for dog tags and prepares paperwork.
7. Serves as a back-up to related positions.
8. Operates listed office machines and computer programs as required.

UTILITY BILLING:

1. Serve as back up to the Deputy Clerk Treasurer I-Utility Billing by:
 - Preparing and reviewing meter reads, creating bills.
 - Updating billing for move in, move outs, utility turn on and off, garbage changes, and printing and stuffing bills.
 - Preparing US Post Office mailing paperwork.
 - Assisting with late penalties and shut off notices.
 - Pulling down and uploading online Xpress payments daily.
 - Preparing garbage usage report and reconcile garbage usage to contractor's invoice.

OTHER EXPECTATIONS

1. Demonstrates teamwork by establishing and maintaining cooperative working relationships, displaying support and respect for others in communications.
2. Accomplishes data entry, account research, analysis and producing reports using a computer system and multiple software application programs, including governmental accounting, word processing and spreadsheets.
3. Responds quickly and appropriately to citizen or employee inquiries, requests for services, and/or complaints.
4. Exercises sound judgment and knowledge of city policies and procedures.
5. Works overtime as necessary to achieve departmental goals, as authorized by supervisor.
6. Maintains appropriate behavior, appearance (as appropriate for position) and performance.
7. Perceives when non-routine activities are required and offers to help without needing to be asked.
8. Modifies workload to assist with an emergent problem, assignment, or project whenever feasible.
9. Performs other duties as assigned.

KNOWLEDGE, CONDITIONS, AND QUALIFICATIONS

KNOWLEDGE OF:

- Functions, activities and responsibilities of the Clerk's Office.
- State and local laws and regulations regarding public records, public meetings, legal notices, and other assigned functions.
- Record management systems, techniques, and technology.
- Robert's Rules of Order and Parliamentary procedures.
- City organization, operations, policies, and objectives.
- Ability to work with a high level of accuracy and attention to detail.
- Maintain confidentiality of politically sensitive materials and information.
- Interpersonal skills using tact, patience and courtesy.
- Ability to prioritize work, mesh numerous assignments, cope with interruptions, last minute changes and deadlines.
- Research, analyze, interpret, organize and report data as requested.
- Interpret, apply and explain rules, regulations, policies and procedures.
- Ability to work independently from general instructions and broad work expectations.
- Maintenance of a variety of reports and files related to assigned activities.
- Ability to understand BARS, (Budget Accounting Reporting System), financial software system, and a general filing system.

WORKING CONDITIONS

Office work, mostly sitting while continuously getting up to answer the counter. While performing the duties of this job, the person is frequently required to sit, talk, hear, stand, walk, and use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms. Reasonable accommodation may be made to assist individuals with disabilities in performing their essential duties.

MINIMUM QUALIFICATIONS

- High school diploma/GED.
- Operate 10-key adding machine by touch.
- Two years or more experience as customer service representative or related experience.
- Operation of a computer terminal and assigned software including Excel and Microsoft Word.
- Strong oral and written communication skills.
- Strong interpersonal skills and ability to develop and maintain working relationships with coworkers, elected officials, other agencies and the public.
- Possess a valid Washington State Driver's License.