

CITY OF RITZVILLE

DEPARTMENT: Administration

TITLE: Deputy Clerk Treasurer I

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, distributing mail, following specific procedures or under close direction from a higher-level employee. Operates a variety of office machines and may act as recorder for the Planning Commission.

Treasurer duties include performing a variety of routine accounting tasks calculating, balancing, posting and typing to complete transactions. Prepares monthly utility billing, receipts, and delinquent postings. 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 mobile radio base station.
2. Provides clerical or technical support to other staff members as required. Composes reports, memoranda, and other material with accuracy, and completeness.
3. Handles all issues that deal with the Ritzville Cemetery, locating ownership of plots, locating placement of new remains, and headstone locations.
4. If Clerk-Treasurer or Deputy Clerk-Treasurer II is not available prepares agendas and supporting materials; may take and transcribe minutes; prepares and distributes minutes and reports.
5. Issues permits and maintains records on the following: dogs, domestic animals, building, conditional use permits, variances, demolition, mechanical, plumbing, water, sewer hook-ups and other permits as needed.
6. Acts as custodian of departmental documents, maps and records. Establishes and maintains filing systems, control records and indexes using moderate independent judgment.
7. Have a working knowledge of Zoning Ordinance, to inform the customers that request assistance with building and zone rules. Refers citizens to Deputy Clerk Treasurer II, Clerk-Treasurer or Mayor if cannot help them.
8. Design forms, conduct research, write and update departmental policies and procedures as needed.
9. Assist with the preparation and distribution of City Council packets.
10. Participate in Department of Revenue's business licensing training to enter business licenses into the system, communicate business license process to the public and assist businesses in applying for license online.
11. Maintain public complaint log and respond to citizen complaints.
12. Exercise sound judgment and thorough knowledge of city policies and procedures.

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13. Serves as a back-up to related positions.
14. Operates listed office machines as required. Receives, stamps and distributes incoming mail, processes outgoing mail.

TREASURER:

1. Responds to counter, telephone and written inquiries. Adjusts errors and complaints.
2. Tracks records on Real and Property funds when received.
3. Handles all proceeds from the Ritzville Golf Course, receipt in money amounts and track players, issue golf season passes.
4. Handle all issues that deal with the Ritzville Cemetery including selling of plots.
5. Writes and codes receipts for all revenues. Prepares daily bank deposits.
6. Cross train with Deputy Clerk Treasurer II to perform accounts payable and payroll duties.
7. Serves as a back-up to related positions.

Utility Billing:

1. Assists in setting up, closing and amending utility accounts.
2. Processes meter reading data; enters information into computer or computes amounts due; prepares and mails utility bills; maintains current customer account files; assists in reconciling utility billing activity with the computer program.
3. Processes work orders for utility disconnection, reconnection, new orders, and other service requests.
4. Receives telephone calls and citizens visits concerning utility billing or services; handles questions and matters of a more technical nature; responds to citizens' complaints.
5. Pursues collection of delinquent utility accounts.
6. Prepares and mails utility bills.
7. Verifies final utility bills and new utility accounts to include signup and sign out of utility customers, refunding deposits, and ensuring accuracy of refund checks.
8. Researches/resolves customer inquiries, adjustments and problems.
9. Updates active and inactive utility accounts.
10. Prepares late penalties, shut off notices, and administers delinquency program.
11. Initiates service disconnections and reconnections per Ritzville Municipal Code.
12. Composes various types of correspondence.
13. Processes all NSF checks for utility accounts.
14. Verifies closing bills requested by escrow companies and responds within 48 hours.
15. Ensures meter change outs have been accurately posted to the billing system.
16. Uploads and downloads handled devices utilized in recording monthly utilities.
17. Prepares related monthly internal/external reports.
18. Inputs utility rate changes based on ordinance passed by Council.
19. Prepares collection letters for delinquent accounts (monthly).

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.

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4. Works overtime as necessary to achieve departmental goals, as authorized by supervisor.
5. Maintains appropriate behavior, appearance (as appropriate for position) and performance.
6. Perceives when non-routine activities are required and offers to help without needing to be asked.
7. Makes effort to modify workload to assist with an emergent problem, assignment, or project whenever feasible.
8. Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

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.
- Structure and operation of State, County and municipal governments.
- City organization, operations, policies and objectives.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Research methods and report writing techniques.
- Operation of a computer terminal and assigned software.

ABILITY TO:

- Ability to function as an independent self-starter with little supervision.
- Ability to work cooperatively with others as a member of the department team.
- Ability to prioritize work, mesh numerous assignments, cope with interruptions, last minute changes and deadlines.
- Ability to work independently from general instructions and broad work expectations
- Notary public designation is desirable.
- Plan, organize, and perform Clerk's office operations.
- Interpret legal requirements and independently establish procedures and priorities.
- Maintain official City records.
- Administer the scheduling and coordinating of City Council agendas.
- Administer ordinances and resolutions.
- Maintain confidentiality of politically sensitive materials and information.
- Understand interpret and codify City ordinances.
- Research, analyze, interpret, organize and report data as requested.
- Communicate effectively both orally and in writing.
- Interpret, apply and explain rules, regulations, policies and procedures.
- Establish and maintain cooperative and effective working relationships with others.
- Operate a computer and assigned office equipment.
- Meet schedules and legal time lines.
- Plan and organize work.
- Maintenance of a variety of reports and files related to assigned activities.
- A sense of humor and positive attitude are essential.

TOOLS AND EQUIPMENT USED

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Ability to use machines: fax machine, copy machine, multiple line telephone touting, computer and software, printers, specialized knowledge in VISION Software or to learn, 10 Key Calculator, and paper cutter.

WORKING CONDITIONS

Office work, mostly sitting with continuous getting up to answer the counter. Physical demands described herein are comparable of those that must be met by a person to successfully perform the essential duties of this job. Reasonable accommodations may be made to assist individuals with disabilities to perform the essential duties.

While performing the duties of this job, the person is frequently required to sit, talk, and hear. The employee is often required to stand, walk, and use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms.

MINIMUM QUALIFICATIONS

- High school diploma/GED and work experience, bookkeeping.
- Operate 10-key adding machine by touch.
- One year experience as billing clerk/customer service representative or related experience.
- Demonstrated written and verbal communication skills.
- Advanced office management and organizational skills.
- Proficient in Excel and Microsoft Word.
- Strong interpersonal skills and ability to develop and maintain working relationships with coworkers, elected officials, other agencies and the public.
- Must be able to manage multiple tasks under deadline.
- Excellent word processing skills and knowledge of grammar, spelling and punctuation.
- Ability to operate standard office machines, including computer, copier, fax, and ability to answer a multi-line telephone.
- Ability to work with a high level of accuracy and attention to detail.
- Ability to understand BARS, (Budget Accounting Reporting System), and a General Filing System.
- Possess a valid Washington State Driver's License.
- Ability to lift 30 pounds.