



CITY OF MILLS
Application for position of:
Office Clerk

CLOSING DATE:

Open Until Filled

STARTING SALARY: \$20.00 - \$22.00 Hourly
 \$3,466.67 - \$3,813.33 Monthly
 \$41,600.00 - \$45,760.00 Annually

DESCRIPTION:

The Office Clerk is responsible for providing routine, standard clerical support. Responsibilities may include: answering the telephone and directing calls or taking messages, computer skills, providing routine customer service, scanning and filing documents, computer data skills, accepting payments and operating standard office equipment. Must be able to multi-task. Receives direction from assigned supervisor and/or department heads.

EXAMPLES OF DUTIES AND RESPONSIBILITIES

- Maintains a professional image; performs duties in a courteous, friendly manner; exhibits excellent customer service.
- Receives and screens phone calls.
- Performs various routine clerical duties utilizing standard office equipment including basic research, making photocopies, and faxing documents.
- Prepare notification to customers regarding termination of service for non-payment or for returned checks.
- Monitor collection activity on delinquent accounts when water service has been terminated for non-payment.
- Prepares delinquent billing list for shut-off notices, and routes to Public Works Department for action.
- Research and respond to citizen inquiries regarding water/sewer/garbage account activity.
- Schedules inspections for Public Works and Building Department.
- Maintains files and records so they remain updated and easily accessible.
- Builds and maintains positive working relationships with co-workers and the public, including contractors.
- Accounts for all public monies received by employee.
- Scans and files council approved vouchers, resolutions, and ordinances.
- Perform special projects as assigned by the City Clerk or Mayor.
- In City Clerk's absence, attend City Council meetings and provide an accurate recording of the City Council proceedings.
- Perform related work as required.

MINIMUM QUALIFICATIONS

- High school diploma or General Educational Development (GED) and skills, knowledge and experience necessary to successfully perform this job.
- Notary Public License.

KNOWLEDGE, ABILITIES, SKILLS FOR SUCCESS

- Principles and practices of effective customer service and customer-oriented telephone etiquette able to meet and deal with the public tactfully and courteously both in-person and over the telephone.
- Considerable knowledge of modern office practices, administrative practices, and procedures, including file and document management procedures and practices.
- Ability to understand and follow oral and written instructions; and ability to compose effective working relations as necessitated by work assignments.
- Able to prioritize and make competent decisions while working on multiple tasks and/or projects.
- Ability to learn city organization, ordinances, rules, policies, and procedures.
- Tech savvy and able to learn a highly advanced software system and perform routine maintenance on website / app administration updates.
- Ability to work independently without much supervision; ability to multi-task and pay attention to intricate details.
- Advanced uses of word processing, graphics, spreadsheet, database, and other software to create documents and materials requiring the interpretation and manipulation of data, knowledge of standard office equipment.
- Manage stress effectively without it interfering with performance.
- Establish and maintain highly effective working relationships with the City Staff, Department Heads, Mayor, City Council members, other elected and appointed officials, committee members, residents, representatives of civic and community groups, the media, the public, and others encountered in the course of work.

PHYSICAL REQUIREMENTS:

- Positions in this job typically require: sitting; standing; typing; stooping; kneeling; reaching; walking; pushing; lifting; talking; hearing; seeing and repetitive motions.

ADDITIONAL INFORMATION:

- As a condition of employment all potential candidates may be required to submit to a background check, drug test and possibly a polygraph test.
- Have and maintain a valid driver's license issued by the State of Wyoming.
- Job Type: Full-time

The work environment is a typical office setting which is usually quiet with frequent interruptions.

I understand that the duties listed above are intended as illustrations of the diverse types of work that may be performed and the omission of specific statements of duties does not exclude them from the position. This Job Description does not constitute an employment agreement between the employer and employee, and I understand that the employee/employer relationship is "at-will." I also understand that this Job Description is subject to change by the employer as the needs of the employer and requirements of the job change.