BUSINESS OF THE CITY COUNCIL
AGENDA STATEMENT

Item No. 6c
For Meeting of 3.03.2016

ITEM TITLE: Approval of updated position descriptions for the Administration Department

CONTACT PERSON(S): Marketa Oliver, City Manager

SUMMARY EXPLANATION
The attached position descriptions have been updated to reflect what members of the Administration Department actually do on a daily basis and also to reflect the changes recently made in reporting and supervision.

_____Resolution _____ Ordinance ____ Contract _____Other (Specify)_____

Funding Source _____

APPROVED FOR SUBMITTAL _____
City Manager

STAFF RECOMMENDATION: Approve updated descriptions.

City of Norwalk
Job Description and Specifications

Job Title: Deputy City Clerk
Department: Administration
Union Statue: Non-Union
Residency Requirement: Must live within 30 minutes response time area

Reports to: City Clerk
FLSA Status: Non-exempt
Date:
Pay Range: On file with the City Clerk

Job Function:
Under general administrative direction of the City Clerk, Deputy City Clerk, performs administrative, financial, office and clerical duties which require accuracy, proficiency, confidentiality and independent judgment. Responsible for maintaining standards of excellence necessary to ensure compliance with local, state and federal regulations. Provides services to the community and support to staff members and elected officials in the most effective and efficient manner. Performs other duties as may be required.

Equipment Used:
General office equipment and potentially a fleet vehicle to attend regional or out-of-town meetings.

Principal Duties and Responsibilities:

- General accounting/bookkeeping activities related to accounts payable and data collections including entry of municipal information, that provides for adequate segregation of duties.
- Prepares and schedules vendor claims for approval by the Council; prepares checks/warrants for payment and distribution to vendors.
- Oversees petty cash disbursements per the City of Norwalk purchasing policy.
- Assists in the collection and reconciliation of daily revenues; prepares bank deposits and enter balance sheet data.
- Assists with telephone support, directing calls to appropriate staff; customer service at the counter, addressing citizen inquiries, comments or complaints; communicate with citizens and other employees personally, over the telephone or in writing.
- Assists in locating information for citizens, department heads, other employees or consultants as necessary.
- Indexes and Laserfiches signed ordinances, resolutions and contracts in coordination with City Clerk.
- Maintains record of required publications.
- Processes certain permits, licenses and applications as directed by City Clerk.
- Prepares monthly, quarterly and annual reports.
- Assists City Manager and other departments as requested.
- Attends Council meetings or other meetings as assigned.
- Attend workshops and seminars as approved to further develop knowledge, skills and abilities.
- Performs and fulfills the day-to-day functions of the City Clerk in his/her absence; including payroll processing as required.
- Performs related office support tasks during absences of regular support staff as assigned.
- Comply with all safety rules and attend safety training as directed.

Entry Requirements and Skills:
Graduation from high school or GED equivalency and four years of general office experience involving the keeping of accounting records, public contact and office equipment operation. College course work may be substituted for experience. Associate's Degree is strongly preferred.

Must have the ability to acquire and maintain an Iowa Driver's License and a good driving record. The successful applicant must have the ability to be bonded and be available for off- hour work assignments, meetings and activities.

Required Special Qualifications:

- Knowledge of basic bookkeeping and accounting procedures as related to the receipt and disbursement of funds.
- Strong organizational and detail-oriented skills.
- Ability to set up, maintain and retrieve municipal files accurately and consistently.
- Effectively using information technology including specialized municipal financial software.
- Ability to follow written, verbal or diagrammatic instructions with several concrete variables.

Working Conditions:

- Works indoors in an office setting.

Physical Requirements/Essential Functions:

- Must be insurable.
- Must be sighted.
- Must be able to hear normal conversation.
- Must be able to speak clearly at normal rate of conversation.
- Ability to read, speak, write and understand English to effectively communicate with citizens, City Manager, elected officials and employees by telephone, in written form or face-to-face.
- Must be able to operate computer keyboard, calculator, telephone and similar office machines.
- Must be able to use office software technology including spreadsheet and word programs.
- Ability to perform mathematics necessary for accounting and bookkeeping.

Note: This job description includes the primary job duties and requirements for this job. However, this job description is not intended to provide an exact description of all job duties and requirements.
The City of Norwalk reserves the right to change this job description at any time.
The City of Norwalk is an equal opportunity employer. All qualified candidates are encouraged to apply, regardless of race, creed or gender.

City of Norwalk
Job Description and Specifications

Job Title: Utility Billing Coordinator
Department: Administration
Union Statue: Non-Union
Residency Requirement: Must live within 30 minutes response time area

Reports to: Finance Director
FLSA Status: Non-exempt
Date:
Pay Range: On file with the City Clerk

Job Function:
Under general supervision of Finance Director performs job duties associated with the administrative and financial records of the municipal utilities. The job will require mathematical abilities, account management and support that requires a commitment to customer service. A working knowledge of utility billing software, the ability to plan and organize a comprehensive and ongoing review including the coordination of meter reading, billing, scheduling and conducting municipal utility operations. The position is also designed to implement procedures initiated by the City auditors.

Equipment Used:
General office equipment and handheld meter readers for the purpose of retrieving billing data.

Principal Duties and Responsibilities:

- Prepare, enter, receipt, reconcile and keep updated customer accounts for the financial administration of the city for the utility consumer.
- Coordinate work related activities associated with the water department and financial administration of the city as required by policy or ordinances of the city or state.
- Prepare utility books/worksheets, including work orders for water maintenance and the monthly reading of water meters that are incorporated into the city system or as contracted for by neighboring utilities.
- Enter numerical readings into computer for analysis and preparation of monthly bills and updates, changes, notifies delinquencies and terminations of service, printing and preparation of bills for delivery to the postal service.
- Monitoring of all activities associated with utility data programming for internal and external review and coordination with municipal cash flow and financial status.
- Coordination of activities leading up to the preparation of timely deposits; delivery of same to appropriate financial institution and backups receipting and related activities to the billing process.
- Completion of all necessary account posting and reconciliation's to keep the system updated and in compliance with auditing comments and development of audit trails.
- Receive in person or other forms of communication inquiries and complaints related to the utility billing; be able to respond to the customer or refer to the appropriate staff person, all such activities based on current State of Iowa policies or ordinances.
- Complete all necessary administrative utility duties in an efficient and timely manner.
- Prepare financial, statistical or other operational reports when assigned or directed and assists various city officials in data collection for projects.
- Knowledgeable of various city and state codes and general office operations and work to gain knowledge of other city data processing programming.
- Serve as secretary to the Utility Advisory Commission and assist as need to fill in for other city boards and commissions.
- Telephone support; customer service at the counter, addressing citizen inquiries, comments or complaints; communicate with citizens and other employees personally, over the telephone or in writing.
- Attend workshops and seminars as approved to further develop knowledge, skills and abilities.
- Comply with all safety rules and attend safety training as directed.
- Performs related office support tasks during absences of regular support staff or as assigned; utilize cross training to assist in this support. Perform other duties as apparent or assigned.

Entry Requirements and Skills:
Graduation from high school or GED equivalency and six years of general office experience involving the keeping of accounting and consumer records, public contact and office equipment operation. College course work may be substituted for experience and an Associate's Degree is strongly preferred.

Must have the ability to acquire and maintain an Iowa Driver's License and a good driving record. The successful applicant must have the ability to be bonded and be available for off- hour work assignments, meetings and activities.

Required Special Qualifications:

- Knowledge of basic bookkeeping and accounting procedures as related to the receipt, posting and disposition of customer accounts.
- Strong organizational and detail-oriented skills.
- Ability to set up, maintain and retrieve municipal files accurately and consistently.
- Ability to follow written, verbal or diagrammatic instructions with several concrete variables.

Working Conditions:

- Works indoors in an office setting.

Physical Requirements/Essential Functions:

- Must be insurable.
- Must be sighted.
- Must be able to hear normal conversation.
- Must be able to speak clearly at normal rate of conversation.
- Ability to read, speak, write and understand English to effectively communicate with citizens, City Manager, elected officials and employees by telephone, in written form or face-to-face.
- Must be able to operate computer keyboard, calculator, telephone and similar office machines.
- Must be able to use office software technology including spreadsheet and word programs.
- Ability to perform mathematics necessary for accounting and bookkeeping.

Note: This job description includes the primary job duties and requirements for this job. However, this job description is not intended to provide an exact description of all job duties and requirements.
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Communications Specialist
City of Norwalk, Iowa

Adopted Date:
FLSA Status: Non·Exempt
Job Status: Full Time
Residency: None

Department: City Hall
Reports To: Finance Director
Pay Range: On file

Purpose of Position: Under general supervision of the Finance Director, performs a variety of administrative and clerical duties and develops messaging for customer service as well as for other departments throughout the city. Serves as person with primary responsibility for the daily financial transactions including receipt of payments. Responsible for maintaining standards of excellence in all facets of customer service and support for other staff members.

Essential Duties of Position: Job functions are identified. Job functions may be expanded, reduced, reassigned, combined or changed by the City of Norwalk through its personnel activities. The following items are examples of the types of job functions associated with this position.

- Receives payments for fees, permits, licenses, utility connections, utility bills, etc.
- Serves as customer service representative assisting customers, guests or walk in traffic.
- · Assists in answering the telephone directing calls to appropriate staff.
- Develops and manages the writing, design, and production of monthly City of Norwalk Newsletter.
- Manages the City of Norwalk website, including content and vendor relationships relating to the site.
- Writes news releases, develops story ideas, and writes copy to promote the City of Norwalk and its programs and services.
- Designs, writes, and distributes City of Norwalk brochures, newsletters, flyers, fact sheets, and briefing papers for internal and external customers.
- Assists other staff by providing communications expertise related to special projects, promotions, workshops, etc.
- Initiates media contacts and responds to media inquiries; serves as one of the City's official spokespeople with the media; develops, writes, edits, and distributes media materials.
- Develops communication strategies for effective promotion of City programs and services.
- Processes permits, licenses and certain applications.
- Prepares miscellaneous bills to customers.
- Performs administrative support during absences of regular support staff or as assigned; utilize cross training to assist in this support.
- Type letters, forms, reports, etc.
- Assists with other clerical and office work as necessary. .
- Comply with all safety rules and attend safety training as directed.
- Perform other duties as apparent or assigned

Required Knowledge, Skills and Abilities:

- Thorough knowledge of clerical accounting practices.
- Good knowledge of office terminology, procedures and equipment.
- Good knowledge of business arithmetic.
- Ability to handle the Cities daily financial transactions including receipt of payments and bank deposits.
- Ability to perform a wide variety of clerical financial tasks.
- Ability to prepare various reports, which require the use of independent judgment.
- Ability to deal courteously and tactfully with the public.
- Ability to deal with customer complaints in a mature and responsible manner.
- Ability to be trained in Accounts Payable, Payroll and Utility Billing.

Minimum Training & Experience Required to Perform Essential Job Functions:
Graduation from high school or GED equivalency and two years of general office experience involving the keeping of customer records, customer service, public contact and office equipment operating. College course work may be substituted for experience. Associate's Degree strongly preferred.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions.

Physical activities: Sitting, fingering, grasping, feeling, talking, hearing, reaching, kneeling, repetitive motions.

Physical characteristics of the job: Sedentary work exerting up to twenty-five (25) pounds of force occasionally and or a negligible amount of force frequently or constantly to life, carry, push, pull or otherwise move objects and at times irregular work hours.

Environment characteristics: Work is performed in an office environment. The job requires sitting for extended periods of time and work may expose the employee to visual strain, sometimes-unpleasant social situations and a fast paced work environment. Assignments could include occasional travel, work outside the office and participation at meetings.

Cognitive Demands, Skills and Abilities: Complete working knowledge of standard practices, methods, and equipment used in an administrative office. Equipment operated includes network computer, personal computer, computer printer, scanner, general office equipment, typewriter, calculator, postage machine, telephone, fax machine, copy machine.

Language Ability and Interpersonal Communications: Requires effective communication skills and the ability to provide assistance to employees. Requires the ability to speak the English language clearly, distinctly and effectively with citizens and other employees in normal settings. Read English and compare similarities and differences between words and numbers, apply common sense knowledge to processes and procedures and be able to follow written, verbal or visual h1formation.

The City of Norwalk is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act the City will provide reasonable accommodations to qualified individuals and encourages prospective employees and incumbents to discuss potential accommodations with the employer.

Note: This job description includes the primary job duties and requirements for this job. However, this job description is not intended to provide an exact description of all job duties and requirements.

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