BUSINESS OF THE CITY COUNCIL
Council Study Session
March 31, 2016

Item No. 10
For Meeting of 03/31/16

ITEM TITLE: Discussion of COLA and Merit Increases

CONTACT PERSON: Jean Furler, Finance Director

SUMMARY EXPLANATION: Staff is seeking direction regarding Cost of Living Adjustments (COLA) for employees effective July 1, 2016. The COLA amounts included in the FY17 budget are 2% for union employees (per the negotiated contracts) and 3% for all other employees. In addition, some employees are up for merit increases per department head approval. In some cases, an employee may receive an increase upon 6 or 12 months of service based on an agreement upon hire.

A merit (as its intended) is generally given to an employee who has performed above and beyond the normal job duties. Examples include; 1) additional job responsibilities outside what might be considered expected or fall under the "other duties as required or assigned" in job description language, 2) the city incurs a savings or realizes efficiencies due to the nature of the skills the person brings to the job, 3) recognizing leadership qualities and new ideas/concepts improving efficiencies with the city. However, in reality and in many workplaces increases are given without a thought. Right or wrong, often times it is an automatic. The county gave 3% merit increases every other year in addition to COLA. Indianola gives annual merits based on a schedule in addition to COLA. I'm not advocating or disagreeing either way just attempting to provide as much information as possible.

Attached are the red-lined job descriptions requested at the last meeting. The increased responsibilities of the positions have been an on-going process since at least 2012 and not an overnight change. I have been on staff for only four months however the skill sets required of the job descriptions as currently written versus the skill sets the city is actually receiving from these individuals is immeasurably different. The department heads for the following positions recommend approval of the updated job descriptions and compensation to more accurately reflect their current duties.

Amy has been asked and willingly agreed to do more communications/marketing for the city and in turn developed those pieces of her position to a more professional level, which provides a greater benefit to the city. As part of that, there is now stronger uniformity and continuity among departments. This builds communication within as well as in the community and that should be deemed valuable. It is simply not just posting and deleting information on the city's website as the position calls for. The city is saving a lot of money because we no longer need to hire an agency to do any design or communication work. In addition, Amy is asked and agrees to help all departments with advertorials, marketing and education regarding community projects. Her advanced computer and writing skills provide improved quality of the end project.

Jo continues to do-it-all in utility billing while the city grows and develops. She has worked closely with residents for years. According to other staff she is handling more accounts with the same personal attention that she always has. Plus she has developed great working relationships with public works, bridging communication that was lacking between the water and building inspection departments. One the best examples I can give you for Jo is that she implemented the income offset program which allows the city to recoup delinquent utility funds by capturing state refunds from those former account holders. To date, the city has recouped approximately $15,000 since this program started.

Jamie continues to step up to the plate in any capacity asked. During many periods of transition she has taken on increased job roles so that gaps in service did not or do not occur. Jamie understands the value of administrative support systems and demonstrated such providing support to the City Clerk and City Manager in the absence of a Finance position. Since December, she has learned accounts payables and has taken over these responsibilities entirely. This is a process that involves processing several million dollars in claims per year. She is learning the payroll process serving as first backup to the City Clerk. In addition, her job truly has changed from part-time Administrative Assistant to full time Deputy City Clerk (see attached).

Shelley is the face of the Community Development Department and has been for several years. As you can see by her red-lined job description her responsibilities have changed considerably. Shelley is well trained, educated and professional in all aspects of her job. This position supports the Community Development Director, City Planner, Chief Building Official and Inspector as well as the Public Works Director. Wade and his department could add much more than I; however it is apparent the city has grown and will continue to grow and that department is the initial contact with residents and developers interested in Norwalk.

Finally, the personalities, professionalism and friendly smiles when citizens walk in is (in my opinion) the most valuable quality a person can bring to an organization. I can honestly say these four people are consummate professionals and truly care about their work and the Norwalk community.

~~Clerical/Utility Clerk~~ 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:

Purpose of Position: Under general supervision of the Finance Director, performs a variety of administrative and clerical duties. Serves as person with primary responsibility for the daily financial transactions including receipt of payments ~~and bank deposits~~. 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.
- ~~Balances daily collections and disbursements and prepares daily cash reports.~~
- ~~Prepares totals and balances bank deposits.~~
- 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.
- Serves as the primary back up for the Utility Billing Clerk in the Water Department
- 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.

- ~~Assembles City newsletter including collection of data in coordination with departments.~~
- ~~Scan documents into Laserfiche.~~
- 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.

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 equip1nent, 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 witl1 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.

The City of Norwalk reserves the right to change this job description at any time.

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 being the first backup to 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.
- ~~Data entry for budgetary and related reports necessary for city financial information including the preparation of budgetary and other fiscal reports.~~
- ~~Gather and assemble materials prior to and after City Council meetings; prepare City Council minutes.~~
- ~~Record Ordinances, Resolutions and bond proceedings; processes bond information/payments; prepare records for newspaper publication.~~
- ~~Serve as primary representative for all public employees' health insurance claims, questions, coordination and staff support for the program.~~
- ~~Develops reports for city staff based upon financial transactions associated with the position and may provide statistical or operational reports, to specific requests from the City Administrator or other department heads.~~

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.

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.

~~Community Development Clerk~~

City of Norwalk~~, Iowa~~

Job Description and Specifications

Job Title: Development Services Coordinator

~~Adopted~~ Date: ~~Amended 6/5/03~~ FLSA Status: Non-Exempt

Job Status: Full Time, Subject to Overtime

Residency: Must live within 30-Minute r~~R~~esponse t~~T~~ime area

Department: ~~Community Dev/City Administrator~~ Development Services

Reports to: ~~Community Development Ditector~~ Director of Planning & Econ. Dev.

Pay Range: ~~Min $25.1~~ Mid ~~$31.4 Mall $37.7~~ On file with the City Clerk

~~Purpose of Position:~~

~~Under general supervision of the Community Development Director, J:>erforms a variety of administrative and clerical duties. Responsible for maintaining standards of excellence in all facets of customer service, and in a support position for other staff members.~~

Job Function:

Under general supervision of the Planning & Economic Development Director performs job duties associated with the administrative and financial records of the building, planning and economic development services. A working knowledge of building project software, the ability to plan and organize a comprehensive and ongoing review including the coordination of building permits, billing, scheduling and coordinating Development Services operations.

Equipment Used:

General office equipment.

~~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.~~

- ~~Serve as the principal customer service representative of the office assisting customers, guests or walk in traffic.~~
- ~~Telephone suJ:>pori> directing calls to approJ:>riate staff as needed. Address citizen inquiries, comments or complaints; commutticate with citizens and other employees personally, over the telephone or in writing.~~
- ~~Assists and provides principal backuJ:> up to the utility clerk.~~
- ~~Receives and follows up on building/trade permits; departmental records and schedules including work orders, insJ:>ections, licenses, filing, recording, and related J:>ermitting.~~
- ~~Assist in locating information for citizens, deJ:>artment heads, other employees or consultants as necessary.~~
- ~~Assist the City Administrator or other staff as directed with correspondence, reports or projects as directed.~~
- ~~Serves as secretary to the Plan & Zoning Commission, the Zoning Board of Adjustment, Construction Board of Appeals and backup to the other boards and commissions as needed; assists in the preparation of J:>uhlic hearing documentation and notices.~~
- ~~Assist with the City newsletter including collection of data in coordination with departments.~~
- ~~Provides support in the purchase of office supplies citywide,~~
- ~~Attend workshops and seminars as approved to further develop knowledge, skills, and abilities.~~
- ~~Comply with all safety rules a11d attend safety training as directed.~~
- ~~Performs administrative support during absences of regular support staff or as assigned; utilize cross training to assist in tltis support. Perform other duties as apparent or assigned.~~

Duties and Responsibilities:

- Prepare, enter, receipt and keep updated building permits and inspections for the financial administration of the city and for the building and development community.
- Coordinate work related activities associated with the development services and financial administration of the city as required by policy or ordinances of the city or state.
- Schedule and organize all inspections for building inspector and building official.
- Monitor and record in software all activities associated with building inspections for internal and external review and coordinate with municipal cash flow and financial status.
- Coordinate activities leading up to the preparation of timely deposits and backup receipting and related activities to the permit process.
- Complete all necessary account posting and reconciliations 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 building and development; 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 development services 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 Planning & Zoning Commission, Board of Adjustment and Construction Board of Appeals and assist as needed to fill in for other city boards and commissions.
- Telephone support; customer service at that 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.
- Coordinates purchases of most City departments including office supplies, City shirts, and any other items necessary.
- Performs related office support tasks to Development Service department and other departments 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 inspection 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.

Working Conditions:

Works indoors in an office setting.

~~Minimum Training & Experience Requited to Perform Essential Job Functions~~

~~Graduation from high school or GED equivalency and two years of general office exJ:>erience involving the keeping of customer records, customer service, public contact and office equipment operating. College course work may be substituted for experience.~~

Physical Requirements/Essential Functions:

- Must be insurable.
- Must be sighted.
- Must be able to hear normal 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.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Pftysica!Activities: Sitting, fingering, gras!>ing, feeling, talking, hearing, reaching, kneeling, repetitive motions.

Pl?JsicalCharacledstics OftheJob: Sedentary work exerting up to twenty-five (25) pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, and at times irregular work hours.

E11vitvnt1JC!lffl!ChamderiJtics: Work is performed in an office environment. The job requires sitting for extended !>eriods 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.

Knowledge, Skills, Abillties & Requirements for the Position

- Knowledge of basic bookkeeping procedures as related to the receipt, posting and disp,osition of customer **accounts.**
- Knowledge of software/hardware programming that will be enhanced witl1 training and work within tl1e procedures of current city data processing needs.
- Ability to utilize computers for financial, database, and word processing functions.
- **K** nowledge of general office procedures and operating of various types of office equipment.
- Ability to accept help and provide assistance both in work activities and in cross training on city computer applications.
- Knowledge of basic work rules of the City and applicable state and municipal laws tliat are a basis for activities associated with this position.

- Ability to set up, maintain and retrieve municipal files accurate!)'. and consistently.
- Ability to read and post alpha and numeric data with speed and accuracy.
- Able to be bonded for faithful performance as well as for liability reasons.
- Ability to establish and malntain effective working rclationsltlps ,yit11 other city employees, departments and the general public, with an emphasis 011 customer service and recognition of all members of tl1e general public accessing the front counter.
- Ability to layout newsletters, other official correspondence and coordinate receipt of data for information dispensed by the City.
- Shall possess or be able to obtain a valid Iowa Drivers License and have a good driving record.

Cognitive Dcma11ds, Skills and Abilities: Complete working knowledge of standard practices, metl1ods, and equipment used in an administrative office. Equipment operated includes: network computer, petsonol computer, computer printer, scanner, dictaphone, general office equipment, typewriter, calculoto1', posmge machine, telephone, mobile radio, 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 tl1e 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 information.

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PROPOSED CITY OF NORWALK SALARY SCHEDULE- FY 16/17						
			With COLA	Effective	Effective***	Proposed
			& Merit ****			
POLICE	**#**	**Current Salary**	**7/1/2016**	**7/1/2015**	**1/1/2016**	**7/1/2016**
Patrol Officers*	9	$ 63,773	$ 65,042	$50,024 to $62,525	$51,022 to $63,773	$52,686 to $65,042
Patrol Officers Step 2	2	$ 56,888	$ 59,842	$50,024 to $62,526	$51,022 to $63,774	$52,686 to $65,043
Patrol Officer Step 1	1	$ 53,144	$ 57,886	$50,024 to $62,527	$51,022 to $63,775	$52,686 to $65,044
Sergeants	2	$ 74,797	$ 76,293	$73,327 to $74,793	$73,327 to $74,793	$73,327 to $76,289
Assistant Chief	1	$ 78,707	$ 81,068	$77,162 to $78,705	$77,162 to $78,705	$77,162 to $81,066
Chief	1	$ 92,456	$ 95,227	$ 92,456	$ 92,456	$ 95,227
Administrative	1	$ 48,194	$ 49,640	$38,760 to $48,075	$38,760 to $48,194	$38,760 to $49,650
NOTE: SRO is flat $6k over salary step. K9 is $75 monthly over salary step						
PUBLIC WORKS						
Public Worker II & Mechanic *	8	$51,376	$ 52,395	$35,963 to $51,376	$35,963 to $51,376	$36,670 to $52,395
Public Worker II step 2	3	$41,101	$ 41,912	$35,963 to $51,376	$35,963 to $51,376	$36,670 to $52,396
Building Laborer*	1	$47,029	$ 47,986	$32,926 to $47,029	$32,926 to $47,029	$33,592 to $47,986
Assistant Public Works Director **	1	Vacant	$ 60,000	$59,730 to $60,925	$59,730 to $61,839	$59,730 to $69,750
Public Works Director**	1	$78,707	$ 81,078	$ 78,707	$ 78,707	$ 87,500
ADMINISTRATION						
Communications Specialist	1	$38,750	$ 40,706	$35,000 to $38,760	$38,000 to $38,760	$38,000 to $45,000
Utility Billing Manager	1	$47,299	$ 51,002	$43,400 to $47,300	$46,500 to $47,300	$46,500 to $52,000
Deputy City Clerk	1	$40,997	$ 43,056	$46,000 to $50,490	$46,000 to $50,490	$46,000 to $51,000
City Clerk	1	$55,494	$ 57,158	$63,000 to $76,000	$55,500 to $63,000	$55,500 to $64,890
Finance Director	1	$112,000	$ 115,360	$ 112,000	$ 112,000	$ 115,360
City Manager	1	$118,768	$ 122,325	$ 118,768	$ 118,768	$ 122,331
COMMUNITY DEVELOPMENT						
Part-time Admin Support	1	$12	$12.00		$12.00 to $14.00	$12.00 to $14.00/hr
Development Services Coordinator	1	$42,182	$ 43,451	$40,343 to $42,178	$40,343 to $42,178	$40,343 to $45,000
Building Inspector	1	$63,253	$ 65,146	$60,473 to $63,225	$45,000 to $64,000	$60,473 to $65,122
Chief Building Official	1	$69,493	$ 71,573		$ 69,500	$69,500 to $71,585
City Planner	1	$60,923	$ 62,754	$57,000 to $60,935	$57,000 to $60,935	$57,000 to $65,000
Planning & Econ Dev Director	1	$77,168	$ 79,483	$ 77,168	$ 77,168	$ 79,483
FIRE						
Paramedic firefighter 1-entry	1	Vacant	$ 43,160	$43,160 to $44,232	$43,160 to $44,232	$43,160 to $44,232
Paramedic firefighter 1	1	$44,990	$ 46,340	$46,612 to $50,195	$43,160 to $44,232	$43,160 to $44,232
Paramedic firefighter 1 (Captain)	1	$50,003	$ 51,503	$52,804 to $55,476	$52,804 to $55,476	$52,804 to $55,476
Assistant Chief	1	Vacant	$ 70,000	$68,261 to $74,793	$68,261 to $74,793	$68,261 to $77,037
Chief	1	$87,955	$ 87,955	$ 87,955	$ 87,955	$ 87,955
PARK & REC						
Park & Rec Admin	1	$38,750	$ 39,915	$33,990 to $38,760	$33,990 to $38,760	$33,990 to $39,923
Recreation Aquatics Supervisor	1	$37,794	$ 38,938	$36,239 to $38,073	$36,239 to $38,073	$36,239 to $43,000
Sports Complex & Parks Supervisor	1	$37,794	$ 38,938	$36,239 to $38,073	$36,239 to $38,073	$36,239 to $43,000
Director	1	$72,509	$ 74,693	$ 72,509	$ 72,509	$ 74,693
LIBRARY						
Youth Services Librarian	1	$ 36,046	$ 37,128	$35,700 to $36,771	$35,700 to $36,771	$35,700 to $37,128
Assistant Director	1	$ 51,002	$ 52,541	$50,000 to $51,500	$50,000 to $51,500	$50,000 to $52,541
Director	1	$ 64,022	$ 65,936	$ 64,022	$ 64,022	$ 65,936
ELECTED OFFICIALS						
City Council	5	$2,500	$2,500		$2,500	$2,500
Mayor	1	$7,500	$7,500		$7,500	$7,500
Proposed FY 17: 3% COLA						
*Per contract.						
**Adjusted for COLA and top of range adjusted for market						
***Only Teamsters receive increase 1-1-16						
****Some employees are receiving a merit based on increased job responsibilities						

SEGREGATION OF DUTIES

Utility Billing

Utility rates are set by the Public Works Director, through recommendation of the Utility Advisory Commission and approval of City Council, prior to any rates being entered in Incode, the utility billing system. Rates and changes are input by the Utility Billing Clerk and are reviewed by the Finance Director.

The Utility Billing Clerk downloads water meter readings from the handheld readers into Incode to start the bill calculation process. The Utility Billing Clerk then reviews to find any unusual bills (i.e. high consumption, negative reads, etc.)

Bills are sorted for statement billing and mailed by the Utility Billing Clerk, on or about the twelfth of each month.

The Clerical Utility Clerk is the first back up for the Utility Billing Clerk duties and the Finance Director is the second back up.

(rates approved / rates entered / bills processed – each step is assigned to a different position)

Revenue/Receipts

All revenue received is entered at the City Hall front counter. The exceptions to this rule are monies collected in Development Services, at the Library and at the Public Safety building; and automatic deposits to our bank account. Those automatic transactions are input via journal entry by the Finance Director at the end of the month.

The Clerical Utility Clerk is the primary person to enter revenue into the computer system at City Hall. The Utility Billing Clerk and Deputy City Clerk serve as back up to the front counter at City Hall.

When unusual revenues are received, the Finance Director is consulted to determine the correct place to code the revenue.

Each group of revenue received is in a "batch", which gets reconciled to the computer system the next day when the drawers in each department are balanced and deposits are prepared.

City Hall's cash drawer is balanced by the City Clerk and a deposit is prepared by the Deputy City Clerk. All bank deposit slips are returned to the Finance Director for reconciliation at the end of the month.

The Utility Billing Clerk is the first back up for balancing the drawer at City Hall and the Deputy City Clerk is the second back up.

The Utility Billing Clerk is the first back up to prepare the deposit and the Clerical Utility Clerk is the second back up.

(enter payments / balance receipts / deposit revenue – each step is assigned to a different position)

Investments

The City's current investments lie solely in Certificates of Deposit. Each CD is bid out by the Finance Director. The highest bid is determined by the City Manager, who directs the Finance Director to contact the financial institution and set up a CD. This is done the same day as the bid.

Depending on what bank the CD is placed at determines how the funds are moved to fulfill that CD. At our primary bank, City State Bank, the City Clerk signs a withdrawal from the account to be transferred over to the CD account. If the funds are with Community State Bank, a wire transfer is used and generally requires two signatures. The City Clerk and the City Manager complete this action.

Once the CD is setup, the CD is brought to City Hall to be accounted for in the system and for copies to be made. Then, the Finance Director puts the CD in the City lockbox, at City State Bank, until it is matured.
When CD's are matured, the Finance Director has the City Clerk deposit them into the primary bank account; or transfers them, depending on when a new CD is opened.

The Finance Director reviews all investments during monthly bank reconciliation and lists all investments on the monthly Treasurer's report, which is reviewed by City Council.

(request bids / designate bank / set up account / withdraw / deposit / monitor – process has multiple positions involved throughout)

Disbursements/Expenditures/Payables

Individual departments may make necessary purchases for their needs. Turning purchase orders, receipts and invoices in to the Deputy City Clerk for entry into the accounting system, Incode.

Per the City of Norwalk Purchasing Policy (exhibit H in the 2015 Employee Handbook Personnel Policy Manual), Department Directors can approve unbudgeted purchases up to $1,000. The City Manager may approve purchases $1,000 - $5,000. Purchases over $5,000 are approved by City Council on the Consent Agenda.

The City has also issued credit cards to Department Directors, Assistant Directors and the Building Official for use when needed. These expenses are coded the same as any other expenditure and receipts/invoices are turned in to the Deputy City Clerk to be entered and included on the claims list for City Council approval.

The claims list is reviewed by the City Clerk and prepared prior to regular City Council meetings for approval at that time. Council may request additional information regarding a claim. The day following council meetings, the Deputy City Clerk prints checks for all approved claims for the City Clerk to sign. The Deputy City Clerk then attaches copies, sends out checks and files stubs.

The Finance Director approves the monthly bills, which are entered and processed by the Deputy City Clerk; and signed by the City Clerk.

Petty cash reimbursements, which require a valid receipt, are processed by the Deputy City Clerk. The Finance Director reconciles the receipts and requests the Deputy City Clerk print a check, signed by the City Clerk, to replenish the funds when necessary.

The City Clerk is the first back up for accounts payable and the Finance Director is the second back up.

The City Manager is the first back up for signing checks and the Mayor is the second back up.

(submittal / claim entry / approval / signing / disbursement – process has multiple positions involved throughout)

Journal Entries/Month End Balancing

Almost always, journal entries are performed at the end of the month to record certain items that are not entered throughout the month, mainly due to unusual automatic deposits in our bank account or automatic withdrawals. The Finance Director inputs all journal entries, and the City Clerk reviews journal entries prior to posting.

The results are submitted to City Council in the form of Financial Commentary, Financial Summary spreadsheets and Monthly Treasurer's reports.

The Finance Director reviews the Revenue/Expenditure report each month. The bank reconciliation is performed by the Finance Director with assistance from the City Clerk.

The City Clerk is the first back up for journal entry and bank reconciliation with assistance from the Deputy City Clerk.

Reporting practices provides many opportunities for review by several sources throughout the process

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Human Resources/Payroll

The Finance Director is responsible for Human Resource duties. The City Manager and Department Directors are responsible for hiring. The exceptions being council appointment of the City Manager and City Clerk.

Once an employee is hired, the Finance Director collects necessary paperwork from the new employee and sets them up in the system; and with insurance needs, as necessary.

The Finance Director is responsible for entering all pay rates and raises into the payroll system, Incode.

Timesheets are approved by the Department Directors and submitted to the City Clerk for entry in Incode. Once everything is entered, a calculation report is

run and checked over by the Finance Director. Checks are then deposited/printed by the City Clerk and signed by the City Manager.

The Deputy City Clerk is the first back up to payroll entry and the Finance Director is the second back up.

The Mayor is the first back up for signing payroll checks and the City Clerk, with review by Deputy City Clerk, is the second back up.

(setup / submittal / time entry / approval / signing / disbursement – process has multiple positions involved throughout)

City of Norwalk
Job Description and Specifications

Job Title: Utility Billing Clerk Utility Billing Manager
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.
- Communication to haulers for garbage and compost services.
- Assist with animal licensing.
- 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.
- Monitor and enter Income Offset collections for the City, including Water Department and Fire Department

Entry Requirements and Skills:

Graduation from high school or GED equivalency and four 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.

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.
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.