

**City of Tega Cay, South Carolina
JOB DESCRIPTION, May 2019**

**JOB TITLE: MUNICIPAL CLERK
ADMINISTRATIVE DEPARTMENT**

GENERAL STATEMENT OF JOB

Under general supervision, performs responsible administrative, secretarial, and clerical assistance. Work involves providing professional, courteous customer service at all times; performing related duties as assigned; providing administrative and secretarial support to the City Manager; providing administrative and secretarial support to City Council as required; managing the City's retention schedule of files and records and responding to requests for the same; and publicly noticing all City meetings. Reports to the City Manager.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Provides administrative and secretarial support to City Council and the City Manager; maintains calendars of Contracts and Agreements; researches and compiles information for reports; composes and/or prepares routine and confidential reports, Council agendas, meeting minutes, and correspondences. Assists as necessary in planning / coordination of various City meetings, events, and functions.

Answers the telephone; provides accurate information to callers and/or forwards calls to appropriate personnel; takes messages as needed.

Assists in covering the reception desk at City Hall as needed, including greeting and assisting office visitors.

Receives and/or reviews a variety of reports and records such as e-mail, telephone calls and messages, drafts of letters and reports, website and bulletin board postings, and audio/video recordings.

Responds to inquiries and concerns from the public regarding actions taken by the Council or Manager, and takes necessary actions to see that concerns are addressed to the appropriate department. Handles the responsibility of the Freedom of Information Act compliance.

Prepares and/or processes a variety of documentation such as agendas for meetings, Council meeting books, public notices, approved Council minutes / ordinances / resolutions, / proclamations and reports.

Indexes and maintains city ordinances, proclamations, and resolutions records.

Serves as custodian of the City's official records, ensuring the proper maintenance, filing, safekeeping and destruction of all official municipal documents; prepares related reports.

Responsible for maintaining and codification of the Code of Ordinances, rules and regulations.

Maintains recorded data of the meetings of Council, and litigation files in legal order.

Municipal Clerk

Maintains memberships and terms of office of all Boards, Commissions, Committees.

Maintains a calendar of City Council's scheduled meeting times and topics and disseminates the information to the public upon approval.

Attends trainings, meetings, seminars, and/or workshops to enhance job knowledge and skills, including but not limited to the Municipal Clerks Institute.

Serves as liaison between the City Council, Manager's Office and the general public.

Attends all meetings of City Council.

Coordinates activities with those of other divisions, departments and agencies as appropriate.

Operates a variety of office equipment and machinery such as telephone system, calculator, copy machine, computer, printer, fax machine, and dictation machine.

Uses standard office tools; a variety of supplies such as general office supplies; and a variety of computer software such as Microsoft Office Suite and Adobe Acrobat.

Interacts and communicates with various groups and individuals such as City Manager, City Council, department heads, City staff, committees, commissions, boards and the general public.

ESSENTIAL SAFETY FUNCTIONS

It is the responsibility of each employee to comply with established safety policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor.

ADDITIONAL JOB FUNCTIONS

Answers telephone when Receptionist is not available.

Sorts and/or retrieves mail as needed.

Performs other related duties as assigned by the City Manager.

MINIMUM TRAINING AND EXPERIENCE

Requires a Bachelor's degree in office management or related field supplemented by three to five years of experience in a clerical or secretarial position with one year at an executive level with public contact; or any equivalent combination of training and experience which provides the required skills, knowledge and abilities. Preference will be given to those candidates whom possess certification as a Certified Municipal Clerk.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines including computer, adding machine, copier, etc. Must be physically able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Position involves standing for periods as well as sedentary work. May involve reaching and stooping. Must be able to lift and/or carry weights of up to twenty-five

Municipal Clerk

pounds.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving of information and instructions from supervisor.

Language Ability: Requires the ability to read a variety of documents and reports. Requires the ability to prepare documents, and reports using proper format, punctuation, spelling and grammar. Requires the ability to communicate with co-workers, supervisors and the general public, etc. with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of rational systems such as secretarial science in order to solve problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic or schedule form. Must have the ability to comprehend and interpret received information and to understand and implement basic computer and office machinery functions.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions. Must be able to communicate effectively and efficiently with persons of varying educational/cultural backgrounds and in a variety of technical and/or professional languages.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals, to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment and communications machinery.

Manual Dexterity: Requires the ability to handle a variety of items including computer keyboards, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency or tight deadline.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Municipal Clerk

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, policies, and procedures of the Administration Department. Has considerable knowledge of the practices, procedures, rules and regulations of the department pertaining to the specific duties and responsibilities of the position. Has knowledge of the general office operations, functions, and procedures. Is able to comprehend, interpret, and apply regulations, procedures, and related information. Is able to use independent judgment to perform tasks in routing and non-routine situations, which occur. Is able to communicate effectively with others both in person and over the telephone in a clear and concise manner. Is able to compile, organize, prepare, and maintain an assortment of records, reports, and related information. Is able to comprehend, interpret, and apply regulations, procedures, and office operations. Has knowledge of the reports, records, files and letters, which must be prepared, processed, and maintained in order to meet the requirements of the department. Has comprehensive knowledge of the terminology used within the department/city. Has excellent administrative, organizational, secretarial, customer service, and clerical skills. Is able to read, understand and complete written requests and work assignments in a timely fashion. Has knowledge of how to estimate time, materials and supplies required completing various routine activities. Has knowledge of how to operate a variety of equipment and machines such as a computer, adding machine, etc. Is able to learn and apply new skills needed in order to promote efficient completion of duties. Is able to offer assistance to co-workers as necessary. Is able to complete mathematical calculations as needed. Has a good organizational and human relations skill. Has comprehensive knowledge of computer applications and the utilization of such in completing related tasks. Is able to maintain an effective filing system. Is able to type at the required corrected rate. Is able to prepare clear and concise letters of correspondence and take dictation as required.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with all City departments and divisions, co-workers and the public.

Quantity of Work: Performs described "Specific Duties and Responsibilities" and related assignments efficiently and effectively in order to produce quantity of work which consistently meets standards and expectations of the City.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, City policy, standards and prescribed procedures. Remains accountable to assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to City policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where

Municipal Clerk

appropriate and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with City policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the Town.

Relationships with Others: Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the City and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.