



## Job / Position Description

Position Title:	Administrative Clerk	
Job Code:		
Version Date:	01/03/2023	

City Manager

### SUMMARY DESCRIPTION

The Administrative clerk's primary responsibility will be to process and track and issue business license and container permits, track code compliance cases for the City. This position will also be responsible for maintaining the city's paper files. This position will also be responsible for handling customer service duties including new or existing Utility accounts, service requests, securing deposits and service fees, submitting work orders, processing payments, handling delinquent accounts, and other customer service-related functions on a daily and/or follow-up basis by providing either face-to-face customer care and/or answering/making telephone calls. The administrative clerk also maintains the city's Facebook and Web pages. This position will serve as backup for attending the planning and zoning and council meetings; compiling P&Z and council books, obtaining signatures on council paperwork, recording and transcribing P&Z and council minutes as well as backup for the city's Municode and submitting new ordinances for recording.

### PRIMARY POSITION / SECONDARY ASSIGNMENT

This is the primary position for which the employee is hired. It does not preclude the possibility of being assigned secondary or peripheral assignments.

### FLSA STATUS, SALARY/WAGES, BENEFITS

<input type="checkbox"/>	Exempt Employee	Salary: \$	Annually *
<input checked="" type="checkbox"/>	Non-Exempt Employee	Wages: \$ 15.00	Hourly *
<input type="checkbox"/>	N/A This is a non-compensated position.		

\* The monetary amount listed above is the base entry-level salary or wage that can be expected for this position but does not preclude the possibility of a negotiated amount that may be different.

#### Retirement

The City of Webster and the employee will jointly contribute to the employee's retirement in the Florida State Retirement System.

#### Sick Leave and Vacation Leave

Sick leave and vacation leave are accrued and used in accordance with the City of Webster Personnel Policy Manual that was approved and adopted by Resolution No. 2014-10R.

#### Insurance

Health insurance is provided by the City of Webster. Eye and dental insurance are available at the employee's expense.

### REPORTING AUTHORITY

The administrative clerk maintains effective communication with their immediate supervisor, keeping him or her apprised of the state of the administrative clerk's office as well as all unusual occurrences and serious incidents. The administrative clerk will consult with their immediate supervisor on departmental matters that may impact the City and proposed compliance issues that may need to be processed for foreclosure.

## MINIMUM QUALIFICATIONS

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- Be at least 18 years of age.
- Be a citizen of the United States.
- Have earned a high school diploma or equivalent (GED).
- Three (3) years of experience in customer service with two (2) years of experience in a general office setting and use of computers.
- Experience in a governmental agency is preferred.
- Must possess and maintain a valid Florida Driver's License and be insurable by current insurance carrier.
- Have not been convicted of any felony or of a misdemeanor involving perjury or false statement. Any person who, after July 1, 1981, pleads guilty or nolo contendere to, or is found guilty of a felony, or of a misdemeanor involving perjury or a false statement, shall not be eligible for employment or appointment as an officer, notwithstanding suspension of sentence or withholding of adjudication.

## DUTIES AND RESPONSIBILITIES

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*This section of the job description is not intended to be a comprehensive list of duties and responsibilities of the position. The omission of a specific job function does not absolve an employee from being required to perform additional tasks incidental to or inherent in the job.*

- Responsible for processing and tracking code compliance cases, documenting the issue in a spreadsheet database, forwarding to the county for processing and tracking the events in the case.
- Responsible for processing and tracking business licenses and container permits which includes attending the markets at least once a month or more to determine compliance.
- Greets walk-in customers and/or answers inbound customer calls regarding Utility accounts. Assists with answering questions about water, sewer and garbage utility accounts; may also receive questions from the public on business tax certificates and container fees.
- Assists customers (Residential or Commercial) requiring new service or new connection, establishing customer accounts for new or temporary service locations in computerized programs, accurately assigning appropriate account number, verifying and collecting applicable deposits, connection and hook-up and impact fees and securing signed contracts and/or required documentation from customers for water and/or sewer service in accordance with City ordinances. Follow-up, as needed, by mailing, e-mailing, calling or faxing necessary information and/or contracts to customers wishing to open new accounts, transfer accounts, suspend or discontinue accounts and/or other service requests via in person, by telephone, voicemail, fax or written correspondence.
- Handles account transfers, properly requesting the termination or suspension of the former account, or (as required), verifying legal description, obtaining correct meter information for that location, and accurately assigning new account number. Collects the appropriate required deposit and turn-on fee from new customers and secures a signed contract for water, sewer and garbage service in accordance with city ordinances. Accurately records payments and correctly makes change in case of cash payments.
- Research customer accounts to accurately respond to customers' questions regarding account balances, such as arrears, credits or payment receipts.
- Accepts Utilities' payments (by cash, check, credit card, or money order) from walk-in customers. Responsible for ensuring accurate cash handling and processing of customers' payments.
- Responsible for processing on-line payments and checking the payment box each day.
- Responsible for processing account turn-off's for non-payment.
- Enter meter readings, calculate bills and mail/email utility bills.
- Process late fees for non-payment by late period date.
- Informs customers, verbally or in writing, of all department procedures and policies, such as establishing service requirements, name or address changes on accounts, account turn-on/turn-off procedures for customers, adjustment policies, ordinances, etc.
- Properly documents all customers' accounts according to procedures.

- Prepares appropriate customer correspondence in response to completed work orders and reviews all correspondence to customers for accuracy and professionalism, prepares file copies of all correspondence, ensures timely mailing of correspondence, and routes copies for filing and/or scanning.
- Opens and closes business office daily, per standard operating procedures. Checks night deposit drop box processes payments, as needed; checks messages from voicemail and fax; secures customer service lobby and work area for the night in accordance with standard operating procedures. Ensures customer service lobby is organized, neat and well supplied with customer forms, literature as needed each day.
- Processes work orders for new connections and account transfers and other items for field personnel appropriate action. Communicates, as needed, via cell phone incoming and/or outgoing notifications.
- Maintains and balances assigned cash drawer daily against payment stubs and daily receipts for deposit, per procedure. Assures necessary allocation of bills and change required for business day. Bags cash and secures in safe at the close of business. Drops excess cash in the safe daily to maintain minimum cash in drawer.
- Compiles and accurately enters service requests daily into work order program; retrieves and processes work orders daily from Operations and/or field personnel; prints and distributes work orders to field. Receives completed work orders from field and verifies action taken and properly routes for data entry, monthly reports, and/or filing.
- Maintains the city's Facebook and Web pages which includes posting the Planning and Zoning and Council agendas and meeting packets.
- Serves as backup to the City Clerk in preparing monthly Planning and Zoning (P&Z) and Council packets. Posting agendas at city council chambers, community center bulleting board and post office as well as on the city's website.
- Serves as backup for attending Planning and Zoning and Council meetings; recording and transcribing minutes, obtains appropriate signatures on council documents.
- Responsible to file customer and other office documents daily as well as scanning documents into the City's electronic storage system.
- Responsible for overseeing renewal/expiration of certificate of liability insurance. Works with departments to assure compliance and proper renewal/replacement upon expiration. Assures insurance documents are maintained, current and on file.
- Dispatches emergency and other service requests to field personnel.
- Responsible for community hall rentals, collecting and returning deposit if applicable, checking the community hall after use.
- Responsible for tracking city keys and equipment using check in/check out log.
- Responsible for processing 811 locates.
- Open, date stamp and disburse mail.
- Open and disburse packages, collecting packing slips and providing to City Clerk to match up with PO.
- Responsible for coordinating city events such as Christmas parade, bee city week, government week and founders day.
- Sorts and distributes daily incoming mail and other documents, date stamping as required, and routing to appropriate personnel.
- In case of an emergency or crisis (hurricane, flood, etc.), position is required to perform reasonable duties as assigned by immediate supervisor.
- Demonstrates ability to be a self-starter and show initiative to assist and learn new skills.
- Demonstrates commitment and dependability with regular attendance, punctuality and adherence to schedule of availability.

## **ABILITIES**

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*This section describes the abilities the individual in this position must possess to safely and satisfactorily perform the essential functions of this position.*

- Ability to serve the public in a friendly, professional, efficient manner.

- Ability to understand contracts and agreements regarding connection fees, assessments and deposits, and calculate accounts receivable based on these contracts and agreements.
- Ability to compose business correspondence of moderate complexity
- Knowledge of general office practices and procedures.
- Financial Responsibilities: Accept, receive, and/or collect and process payments.
- Knowledge of basic accounting principles and accounts receivable procedures.
- Knowledge of computerized accounting and billing systems and use of computer terminals.
- Ability to communicate with customers and co-workers effectively and professionally.
- Ability to compile statistical reports.
- Ability to type and use ten-key calculator with speed and accuracy.
- Ability to be a self-starter and show initiative

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#### **EQUIPMENT USED**

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Personal computer and other office equipment, such as ten-key calculator; copy machine; scanner; facsimile machine; multi-line/multi-station telephone system, and software applications.

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#### **WORK ENVIRONMENT**

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- The majority of the time is spent indoors working closely with computers and others, occasionally outdoor tasks may be required under varying weather conditions and temperature extremes.
- Occasionally may encounter irate individuals.
- Works in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.
- Work may require looking at a computer screen for extended periods of time to complete administrative tasks.

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#### **ESSENTIAL PHYSICAL SKILLS**

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The following requirements are essential to the performance of the job:

- Good dexterity and finger mobility required for typing and using calculator.
- Occasionally light to moderate lifting, reaching overhead, bending and/or stooping for filing.
- Good close-up vision for computer and clerical work.
- Good hearing and speaking ability for talking to customers in person and on the telephone.

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#### **PROBATIONARY PERIOD**

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Probationary period for this position is described in the City of Webster Personnel Policy Manual.

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#### **EQUAL OPPORTUNITY STATEMENT**

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The City of Webster is an Equal Opportunity Employer. It is the policy of City of Webster to provide equal employment opportunity to all persons, regardless of age, race, religion, color, national origin, sex, political affiliations, marital status, non-disqualifying physical or mental disability, age, sexual orientation, membership or non-membership in an employee organization, or on the basis of personal favoritism or other non-merit factors, except where otherwise provided by law.

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