



Public Works Clerk / Receptionist

Supervisor:	City Manager
Department:	Public Works
EEO Category:	Admin Support
FLSA Status:	Non-Exempt (Full time)
Date Approved:	February 15, 2022

Purpose of Position

The Public Works Clerk serves as the greeter and welcome visitors to City Hall. In addition, the Public Works Clerk performs routine administrative tasks and serves as the assistant to the Public Works Director. The Clerk works directly with the residents to schedule appointments as well as vendors. This person needs to be a great communicator and very organized.

Responsibilities:

- Serves as the greeter for City Hall.
- Receives incoming calls and transfers call to appropriate departments; takes and delivers messages, as necessary.
- Serves as the receiving clerk by receiving and verifying all orders received at City Hall.
- Receives general mail – accepts, stamps received and delivers to the City Clerk for further action.
- Responsible for maintaining appropriate inventory for general office supply inventory.
- Maintains general overall appearance of City Hall reception area.
- Manages and maintains the calendar for City Hall Activity Center.
- Ensures telephone system is operational; submits requests to vendors for updates, assignments and greetings as directed by administration.
- Ensures office equipment/machinery is maintained; acts as liaison to ensure equipment/machinery is repaired or is in working order.
- Tact and judgment in dealing with the public is required as the position is sensitive and confidential as to the nature of calls made to and from City Hall, the identities of people coming and going into City Hall and their reasons, the conversations that may take place in City Hall and the general comings and goings of city officials.
- Provides a variety of general clerical duties in support of City staff.
- Issues other permits as needed (i.e. garage and parking permits), maintains permit log, and disseminates issued permits to appropriate departments.
- Types a variety of documents/materials, including letters, correspondence, memos, and reports.
- Performs specialized duties and assignments related to assigned office activities and operations; prepare mailings, assemble packets and research requested information.
- Enter data into computer, print reports and verify accuracy of data.
- Answers inquiries from the public by discerning the nature of the question and referring the inquiry to the proper department.
- Performs related work as required or apparent.

- Answers all phone calls for Public Works Department through our phone system and distributes messages as needed.
- Schedules appointments with resident and vendors for Public Works team.
- Inputs data into Incode to create work request and updates progress of the work request until it is completed and closed.
- Order offices supplies and materials for the Public Works Director.
- Communicates with outside vendor to update GIS data with changes as they occur.
- Assist the Public Works Director to create a 5-year plan for capital improvements and equipment purchases for budget preparation.
- Prepare reports and information as requested by the Public Works Director.
- Maintain the warranty, manual and other information for vehicles and equipment purchased by the City.
- Maintain a vehicle and equipment maintenance schedule in coordination with the City Mechanic.
- Receive and maintain employee records for the Public Works team to assist the Public Works Director. This includes turning in time cards and other employee information to Human Resources.
- Other duties as assigned.

Education, Experience & Knowledge:

- High school diploma, GED or equivalent experience required.
- Customer relations experience and advanced public relations skills are a necessity.
- Experience in general office work including data entry, clerical and bookkeeping.
- Knowledge of modern office practices, procedures, systems and equipment.
- Ability to take messages rapidly and accurately.
- Ability to multi-task and to remain well organized.
- Ability to respond accurately to requests for information by properly referring the inquiry to the right department.
- Demonstrates ability to coordinate varied tasks, meet deadlines, and successfully complete projects.
- Ability to work with minimum supervision and apply initiative and judgment in resolving problems.
- Ability to organize work, set priorities and meet critical deadlines with little supervision.
- Ability to express ideas effectively, orally and in writing.
- Ability to establish and maintain effective working relationships with co-workers, department heads, elected officials and the general public.
- Ability to perform basic mathematical computations.
- Knowledge of English language including spelling, grammar, and punctuation.
- Excellent customer service skills.
- Knowledge of “Incode” software, preferred.
- Knowledge of Microsoft Word, Outlook and Excel.

Preferred License and Certification:

Valid driver's license is required.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical requirements include occasional lifting/carrying of 10+ pounds; visual acuity, speech, and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment. Subject to sitting, standing, reaching, walking, twisting, and kneeling to perform the essential functions. Working conditions are primarily inside an office environment.

Employee

Date

Supervisor

Date