

HILSHIRE VILLAGE – OFFICE

Procedure Manual	Policy Date	Policy Number
Title: CITY-PERMIT CLERK	9-1-16	Sec. 15-2

POLICY

City Clerk responsibilities will be under the supervision of the City Administrator/City Secretary (referred to as City Administrator hereafter).

PURPOSE

To assist the City Administrator with office related duties ensuring quality service to constituents and to cover City of Hilshire Village office when City Administrator is absent.

1. Assist Mayor, Council, and other Officials of the city as needed.
2. Assist City Administrator with office work as needed.
3. Covers office when City Administrator is absent.
4. Answers incoming calls, answers questions, operates all office machines, and orders office supplies. Opens and distributes mail.
5. Receptionist.
6. Construction Permits: Handles construction permit issuance, including registrations, collecting fees, job file maintenance, maintain logs and reports and assure that all insurance and licenses are up to date. Send emails to contractors to notify of problems, expired insurance and licenses, and holidays. Handles request for construction inspections and sends proper paper work to the company handling the City's inspections by keeping a log and then forwarding the request for inspection to the company handling the City's inspections. Checks jobs on a routine basis to ensure all inspections required are performed. Makes sure jobs are moving along. Invoices and collects re-inspection fees when required.

7. Generate the Building Official, Complaint and Issues and Consent Agenda Report for Council Books. Assist City Administrator with copying and preparing Council Packets.
8. Types letters each year for alarm and animal registration. Maintain files, collect money, send out notifications of expired registrations, false alarms, and alarms at homes with no permits. Keeps spreadsheet by address of residents with alarms and those with false alarms reported by police.
9. Type and file forms, reports, letter and memos as needed for City Administrator
10. Assist City Administrator with data entry. Enter all job numbers, payments for permits, pets and alarms. Show job data for BBG and HDR payments. Print off all Accounts Reconciliation reports and files them appropriately.
11. Keeps logs of false alarms, electricity, water consumption by address and update logs concerning same.
12. Go through all file cabinets on a yearly basis and type list of items to be destroyed and give list to City Administrator to approve for destruction based on State of Texas Retention List
13. Filing
14. Fields complaints and updates complaint log. Resolves complaints when appropriate.
15. Assist City Administrator to assure residents are being billed for the proper utility services.
16. Assist as Election Clerk during early voting for City elections. Puts books together for candidates.
17. Update Civic Club and City's records of new residents. Send out welcome letters.
18. Notary for City Residences and Council (the City will pay for if not already a notary).