

**Description:** The Deputy City Clerk provides a wide variety of administrative municipal services, primarily related to business licensing and maintenance of public records, documents, transactions and related filings. The position supervises customer service operations, oversees cash, credit and checks receipting, accounting and reconciliation of business licenses and ensures legal forms, claims or other documents filed with the City are recorded and/or transferred to appropriate staff for disposition and action. The position provides significant customer service, education and information regarding City municipal services. The position works independently under the direction of the Municipal Services Director, with latitude for exercise of independent judgment within the parameters of standard practices and procedures. The position requires strong customer service and communication skills, along with math skills to calculate percentages, measurements and square footage. Knowledge of and experience with records management, business practices and code compliance is preferred. The work is accomplished primarily in an office environment.

**Wages and Benefits:** Starting hourly wage \$23.39 (\$48,651 annually), eligible for a five percent increase after 12 months of service with standard or above evaluations. The position is supplemented by a generous benefit package ([summary of benefits](#)) and Membership in Public Employee Retirement System of Idaho (State Retirement) is required.

### **Acceptable Experience and Training**

- High school diploma, preferably supplemented with an Associate's Degree in a business related field; and
- Demonstrated customer service skills; and
- Four (4) years specialized training in records management, business practices, code compliance or related field; and
- Certified Municipal Clerk preferred (or ability to achieve within six years of hire); or
- Any equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

### **CLASSIFICATION REQUIREMENTS:**

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

#### **Knowledge of:**

- Standard practices and procedures for issuing permits and licenses including but not limited to, childcare, signs, occupational, liquor, fireworks, food concession, residential parking permits, etc.
- City government and inter-relationship of various city functions;
- Manual and computerized records management;
- General bookkeeping and accounting principles and practices;
- Public sector, government, or related environment and operations, including general municipal management terminology, codes, acts, and regulations.

#### **Skill and Ability to:**

- Analyze a problem, issue or question to determine possible resolution and volatility;
- Calculate percentages, measurements and square footage;
- Read, understand and administer laws, codes and other regulations;
- Effectively supervise customer service and administrative staff;
- Use good judgment in problem solving and decision making;
- Communicate facts in an understandable manner and present recommendations in a clear, concise, logical manner;
- Display an attitude of cooperation and work harmoniously with all levels of City employees, the general public and other organizations;
- Assist the public in a professional and courteous manner;

- Proficiently operate computers, software programs, such as Microsoft Word, Excel, PowerPoint, or similar office software to create documents and other materials, maintain information, and generate reports;
- Use English and speak clearly for understanding;
- Maintain a professional demeanor at all times;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Demonstrate integrity and ingenuity in the performance of assigned tasks and solving problems;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.
- Work independently without supervision;
- Perform tasks with frequent interruptions.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** *(illustrative only and may vary by assignment)*

- Provides extensive customer service, education, and information to the public regarding City municipal and state codes, regulations, and licensing procedures;
- Performs a variety of duties relating to the issuance of a variety of licenses, certificates, and permits, including background checks, fingerprinting and/or other research to ensure conformity with ordinances and regulations;
- Collects and receipts fees and performs accounting and reconciliation duties of business licenses;
- Issues sign permits calculating allowances based on lineal frontages, running calculations for footings and placement;
- Issues special event permits for street closures, use of sidewalks and trails; coordinates pre-event meetings and coordinates closures with local authorities and administration;
- Processes repurchase and/or transfer of ownership of cemetery lots and seeks Council approval;
- Issues alcohol licenses and permits working with the State Alcohol and Beverage Control as well as attorneys handling transfers, bankruptcies, etc.;
- Develops and writes policies and revisions to City Code;
- Serves on the City's project review team for new start—up businesses providing written documentation of requirements regarding signs, alcohol regulations and business licensing;
- Supervises customer service and administrative support staff; Counsels and guides employees to promote improvements and service delivery
- Performs review and analysis of completed work for accuracy and conformance to policies and procedures.
- Provides back up support to staff on more complex issues, or in order to assist with dissatisfied customer or difficult issues;
- Plans, organizes, and conducts special projects as assigned;
- Assists in the maintenance of all files and record keeping functions.
- Responds to management's, supervisor's, co-workers' and citizens' questions and comments in a courteous, thorough and timely manner;
- Performs time management and scheduling functions, meets deadlines, and sets project priorities;
- Maintains strict confidentiality of all matters;
- Assists other department and City employees as needed or requested;
- Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

**SECONDARY DUTIES AND RESPONSIBILITIES:**

- Acts as City liaison to City Childcare Commission; prepares minutes, packets and agendas; prepares press releases;
- Prepares high load routing for oversized vehicles traveling through the City;
- Assists with insurance compliance;
- Performs other duties as assigned.

**PHYSICAL DEMANDS & WORK ENVIRONMENT:**

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

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, and reach with hands and arms. The employee must frequently lift and/or move up to 25 pounds in a general office environment. Specific vision abilities required by this classification include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. Sufficient clarity of speech and hearing abilities required by this classification includes those which permit the employee to communicate effectively in person and by telephone. While performing the duties of this classification, the employee works in a public building setting where the noise level in the work environment is usually moderate.

**Application Procedure:** Applicants meeting the qualification requirements are invited to submit a completed City of Coeur d'Alene Employment Application and Resume to the Human Resources Office, City Hall, 710 Mullan, Coeur d'Alene, ID 83814. Application deadline is **Friday, September 29, 2017 at 5:00p.m.** Applications will be screened, and those applicants with the most appropriate qualifications will be invited for further testing. If you would like to request a reasonable accommodation for the recruitment process due to a disability, please provide a written request and submit with your City of Coeur d'Alene application.

*The City of Coeur d'Alene is committed to providing equal employment opportunity for all persons without regard to race, color, religion, gender, age, national origin, sexual orientation, gender identity, disability, veteran status, or any other applicable legally protected status.*