



JOB DESCRIPTION

Administrative Specialist– Clerk’s Office			
Department:	City Clerk	FLSA Status:	Non-Exempt
Job Code:	16-215-222	Unit/Group:	GME-CT
Work Comp Code:	8810	Pay Classification:	Grade 6

Reporting Relationships
Under the direct supervision of the Deputy City Clerk and general supervision of the City Clerk
No supervisory responsibility

Essential Job Functions
<p>Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do. <i>Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.</i></p>

Provides exceptional customer service to internal and external customers. Performs an extensive range of administrative functions related to the daily activities of the City Clerk’s Office, which serves as the operations office for the city. Provides support services for the City Clerk and also to the Deputy City Clerk as necessary. Facilitates a variety of tasks which require strict adherence to detailed policy, procedures and synthesis skills and shifts gears routinely. Serves as back-up to the Deputy City Clerk and Licensing and Election Specialist as necessary. The responsibilities of the position require interpretation, basic understanding and research of local ordinances, policies and state laws. Must be able to hold great attention to detail and synthesize information in the midst of interruptions and multiple tasks.

Job Responsibilities
<p>Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.</p>

1. Performs job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City’s safety procedures at all times.

2. Provides specialized support to the City Clerk and Deputy City Clerk. Independently gathers standardized data from records and other sources and prepares annual and other routine reports and forms and responses to correspondence. Coordinates a variety of meetings and assists with tracking details for meetings as appropriate. Assists with managing the City Clerk's calendar.
3. Coordinates the City's response to Freedom of Information Act requests; compiles records from departments and prepares draft response to Freedom of Information Act requests for approval by the City Clerk, ensuring responses are given within prescribed deadlines; and advises the City Clerk as necessary.
4. Serves as back-up to the Licensing and Election Specialist and Deputy City Clerk as necessary. Performs certain functions of the position of Deputy City Clerk, of greater complexity, in that person's absence, holding necessary abilities and knowledge to carry out such tasks.
5. Provides stellar customer service to a wide variety of customer inquiries and interactions, including explaining a variety of rules and requirements related to the varied functions of the City Clerk's Office, including rules for a large number of licenses, elections and ordinances.
6. Assists with communications matters in connection with public information office functions such as drafting media communications and other public communications, publishing items to the City's official social media platforms, such as Facebook. Publishes items to the City Clerk's portion of the City website, updating forms and departmental information and other portions of the website pertaining to items for which the office is responsible, such as City Commission packets and committee information.
7. Develops and maintains filing and records management systems for all aspects of departmental operations, including conducting periodic audits of digitally-captured information. Serves as the primary staff member responsible for capturing items in the City's digital records management system, scanning, indexing, etc., a variety of items for official documentation of vital records.
8. Performs a variety of election-related tasks as directed, ensuring items are complete on time. Coordinates placement of election workers in all voting locations, and participates extensively in the election administration process. Works with the Licensing and Election Specialist on voter registration transactions, absentee ballots, etc. Assists with preparing materials for testing of election equipment.
9. Prepares materials for City Commission meetings as requested and assists the Deputy City Clerk with expediting a variety of actions of the City Commission and preparing official documentation.

10. Coordinates the City's submittal of insurance claims to the City's insurance company for approval by the City Clerk; communicates with the City Clerk as necessary with respect to pending claims. Assists with basic insurance-related tasks.
11. Coordinates the licensing process for specific permits as assigned, in compliance with local ordinances, City Commission policies, City Charter and state laws, which requires research and interpretation and some problem solving. Examples of licenses assigned to this position are: Liquor Licenses, Mobile Food Vendor Licenses, Sidewalk Café Licenses, etc. Presents recommendations to supervision on items that should be addressed further. Facilitates communication between staff, applicants and necessary agencies. Prepares licenses and permits for approval and tracks outstanding issues regarding permits and ensures their completion. Assists other staff with coordinating licenses as needed to meet turnaround standards.
12. Works on special projects as assigned, researching issues, coordinating items and preparing recommendations for consideration.
13. Serves as administrative support to longer-standing committees and short-term committees as assigned, responsible for coordinating a variety of tasks as appropriate and communicating with City staff as appropriate.
14. Performs related office support work as required.

Minimum Qualifications

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Knowledge of:

- Basic knowledge understanding and research of local ordinances, policies and state laws.
- Working knowledge and ability of basic office procedures.
- Knowledge and ability to use a personal computer to prepare reports, maintain records, search for and compile data.

Skills and Abilities to:

- Ability to coordinate and manage multiple priorities and shift gears based on assignments.
- Proficient with Microsoft Suite Programs, database and presentation programs. Proficient in software operation/application, formatting, editing, mail merges, developing and implementing standardized forms and procedures and other office automation skills.
- Ability to maintain concentration with numerous interruptions.
- Ability to consistently demonstrate sound ethics, good judgment and confidentiality of information.
- Ability to establish and maintain positive and effective working relationships with staff and represent the Department/City in a positive, courteous, professional and friendly manner with the public and staff at all times.

Education, Training and Experience:

- Associates Degree or equivalent in a related field necessary to maintain ability and skills, Bachelor’s Degree preferred.
- A minimum of three years of related experience.

Licensing and Other Requirements:

- none

Physical Demands and Work Environment
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The physical demands and work environment characteristics described are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SUPERVISORY OR LEAD WORK RESPONSIBILITIES

This is a non-supervisory position. Lead work/coordination of the work of others is not a function assigned to this position. Incumbents in this position may provide training and orientation to newly assigned personnel.

PHYSICAL REQUIREMENTS

In the performance of job duties, incumbent is required to use a computer for extended periods of time, mobilize to other locations, communicate verbally, and hear. The employee frequently is required to stand, walk, use hands to finger, handle, or feel, and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move items of light to moderate weights. Specific vision abilities required by this job include close vision distance vision, color vision, depth perception, and ability to adjust focus. May be required to lift or maneuver up to 85 pounds.

TOOLS AND EQUIPMENT USED

In the performance of job duties, the incumbent may use the following tools and/or equipment: multi-line phone system; computer and associated software; copy and fax machines; scanners; and other office related tools and equipment.

WORK ENVIRONMENT

This job is typically performed in an office environment under usual office working conditions. The noise level in the work area is typical of most office environments, with telephones, frequent interruptions, and background noises. The employee occasionally is required to travel to other locations. The employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually quiet, and may become loud in field situations.

Employee Signature

Date

The City of Traverse City is an equal employment opportunity employer, committed to promoting equal employment opportunities for all applicants and employees.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employers and requirements of the job change.