

CITY OF WOODLAND

ADMINISTRATIVE CLERK II

Department: Clerk-Treasurer

Date: May 6, 2024

Nature of Work: Responsible for duties related to greeting the public by telephone and in person and to display a high degree of professionalism. Process accounts receivables for utilities, building permits and other various payments. Performs a variety of responsible and proficient administrative duties, regularly and independently, which require a broad scope of knowledge and clerical practices and procedures including use of the latest technology.

Supervision Received and Exercised: Receives general supervision from the Deputy Clerk-Treasurer.

ESSENTIAL AND MARGINAL FUNCTION STATEMENT:

Essential and other important responsibilities and duties may include, but not limited to, the following:

Primary Essential Functions:

- Greet the public, answer multiple telephone lines, and route calls in a professional manner, answer general questions regarding a wide variety of city services and/or record messages and refer to appropriate staff when assigned.
- Receive cash receipts and electronic payments from the public for utilities, , building permits, and other various payments .
- Organize and track accounts receivable.
- Daily bank deposit and reconciliation of cash drawer.
- Word processing duties as assigned by the Deputy Clerk-Treasurer or other various departments.
- Develop forms for various departments upon request.
- Clearly and concisely communicate to gather or provide information, procedures and/or policies to the general public and co-workers.
- Provide services to the public and other city employees in an accurate, timely and courteous manner.
- Direct customer complaints to the appropriate department
- Retrieve and sort incoming mail. Place postage and deliver to post office outgoing mail.
- Maintain and process Woodland Municipal Code (WMC) updates and supplements to various departments, organizations, and individuals.
- Coordinate and process facility rentals and special events applications, including collection of fees and reimbursements.
- At the direction of the Deputy Clerk-Treasurer, assist with the records management program for various departments (paper and electronic records). This includes but not limited to scanning records, maintaining records, organizing records, sending records to the

State, and destroying records when retention has been met.

- File and maintain all city contracts and follow up on unsigned contracts with appropriate departments and notify the Deputy Clerk-Treasurer of when contracts are expired or ended.

Secondary Functions:

- When needed, fill in for the Deputy Clerk-Treasurer by attending public meetings and taking the minutes.
- Assist the Deputy Clerk-Treasurer with generating packets and/or gathering information for City Council and other various meetings, when needed.
- Website and Social Media postings at the direction of the Deputy Clerk-Treasurer, when needed.
- Proficiently and independently perform a variety of assignments for various departments on a regular and recurring basis, as needed.
- Assist customers with filling out Building/Planning Permits, when instructed by the Community Development Department.

Marginal Functions:

- Position requires extended periods of standing or sitting.
- Routine lifting of 20 lbs., and occasionally up to 50 lbs.
- Ability to broaden education by attending approved seminars, classes and training as budget and time allows.

MINIMUM REQUIREMENTS

Work Experience and Education:

- A. High school graduate or GED equivalent, and
- B. Two years of general office or preferred coursework/experience in business, legal, and/or municipal government.

Knowledge, Skills and Abilities:

- Knowledge of the procedures and services of the assigned work unit.
- Knowledge of general office practices and procedures.
- Knowledge of, or ability and interest in acquiring a knowledge of legal, administrative, and procedural policies and regulations pertaining to city government.
- Knowledge of basic accounting principles and procedures.
- Ability to take, receipt and balance cash payments.
- Ability to organize work for maximum efficiency.
- Ability to work independently from general instructions and broad work expectations.
- Ability to work cooperatively as a member of a service-oriented team.
- Ability to understand and follow through with verbal and written instructions and able to look to other sources for additional guidance.
- Ability to work under pressure.
- Ability to communicate and handle situations where the public may be agitated or angry.
- Ability to fluently speak, read, and write the English language.
- Skill in communicating and presenting a positive, professional image of city services.
- Skill in operation of a variety of office machines including a computer, typewriter, cash

register, postage meter, fax, copier, 10 key adding machine, base radio, and pager.

- Accurate typing of at least 50-60 wpm.
- A high level of time management skills, as the position dictates interruptions on a frequent basis.
- Visual and manual abilities associated with clerical computer work in an office setting.
- Mobility requirements relate to the ability to file and obtain access to telephone, computers, fax, copiers and other office equipment.

TOOLS AND EQUIPMENT USED:

Personal computer, including word processing software (Microsoft Office Suite, internet, web search engines, and electronic mail); motor vehicle; calculator; telephone; copy and facsimile (fax) machine.

SPECIAL REQUIREMENTS:

- Must be legal to work in the United States.
- Valid Driver's License or ability to obtain within thirty (30) days of hire, and a driving record acceptable to the Deputy Clerk-Treasurer.
- As a condition of employment, direct deposit of payroll to a bank of employee's choice, is required;
- It is the policy of the City of Woodland to comply with the federal, Drug Free Workplace Act of 1988 and City policies relating to this.
- The city supports uniformity and fairness, without discrimination, in the selection and treatment of all City employees and provides for the development and retention of a knowledgeable, capable and efficient career work force
- A copy of the City Personnel Policy will be provided upon request or may be obtained on the City of Woodland website.
- Any applicant receiving an offer of employment from the City of Woodland will be required to successfully complete and pass a pre-employment drug screening.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: The physical demands and the work environment characteristics 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.

- **Constant Demands:** Sitting, talking, hearing, and seeing (specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus).
- **Frequent Demands:** Standing, walking, and occasionally carrying tools and maintenance materials, twisting above the waist and reaching (knees to shoulder and above shoulder), repetitive hand and arm motion, fine finger manipulation in the use of a maintenance instruments; physically capable of moving about on work sites and under adverse field conditions.
- **Occasional Demands:** Driving, lifting (average of 20 pounds routinely and up to 100 pounds occasionally), climbing stairs and ladders, pushing/pulling, working at

heights/balancing, bending at the waist, crouching, kneeling/squatting, reaching below the knees, handling/grasping, foot controls, smelling, working near moving mechanical parts and sometimes in high, precarious places.

- **Environmental Factors:** A small percentage of employee's time is spent outdoors; exposed to wet and/or humid conditions; occasionally exposed to fumes or airborne particles, toxic or caustic chemicals; risk of electrical shock and vibration.

Listing is for purposes of example only and is not intended to be all-inclusive. The individual is expected to perform any additional duties requested.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The 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 employer and requirements of the job change.

Dated this 6th day of May, 2024

Clerk II - Administrative

Reviewed by the City Council and
Approved by the Mayor this 6th day of May 2024.

Todd Dinehart, Mayor