

TOWN OF MEAD
ADMINISTRATIVE CLERK

EXEMPT:	No	DEPARTMENT:	Town Administration
REPORTS TO:	Town Clerk/Treasurer	PAY RANGE:	\$20.82 - \$30.14 DOQ

SUMMARY

Performs a variety of routine and moderately complex clerical, administrative, and customer service tasks for Town staff and in support of Town functions.

SUPERVISION RECEIVED

Works under the direct supervision of the Town Clerk/Treasurer.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The below list is intended to be illustrative of the essential functions of the position but is not all-inclusive of the responsibilities. The Town may adjust these duties at any time.

- Greets public and assists in the resolution of complex and sensitive customer service issues, either personally, by telephone, or in writing and maintains records and documents of customer service issues and resolutions. Answers phone in a courteous manner, directs calls to appropriate staff and provides excellent customer service.
- Responsible for providing welcoming reception and common areas. Assists with meeting room set-up and take down.
- Provides support for permit applications and forms, making sure applicants understand the permitting process and requirements for accurate and complete applications. Processes One Stop permits and backs up permit technician.
- Arranges for maintenance of office equipment at Town Hall.
- Prepares monthly utility bills and facilitates distribution. Handles account set up and disconnects. Assists with computing utility rates, collection of delinquent accounts and preparation of annual assessment documents.
- Handles cash receipting, including collecting currency, checks, money orders, credit cards payments and processing the same.
- Maintains use schedule for Town facilities.
- Processes passport applications and maintains passport scheduling calendar.
- Performs Notary Public function.
- Acts as backup for various positions including utility bill rate setting, account set up and adjustments, facility monitoring, and municipal court, when necessary.
- Assists the Recreation Department with equipment check out/check in and registrations.
- Assist all departments with projects and clerical duties as assigned.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty

satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. The requirements listed below are representative of the knowledge, skill, and/or ability required:

- Knowledge of procedures, policies, rules, and regulations governing administrative functions.
- Computer literacy, especially in Microsoft Office with proficiency in Word and Excel, with a working knowledge of electronic data processing, and other software programs.
- Excellent customer service skills with strong written, verbal, and interpersonal skills.
- Ability and willingness to learn various Town functions.
- Ability to make independent decisions.
- Ability to work effectively with other employees, vendors, contractors, and the public.
- Ability to follow complex oral and written directions.
- Ability to carry out a wide scope of duties, including non-routine matters.
- Ability to maintain confidentiality and handle confidential issues with tact and discretion.
- Ability to exercise initiative and to make sound independent judgments.
- Ability to calculate figures and other basic financial concepts.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.

EDUCATION & EXPERIENCE

- High School diploma or G.E.D. required with some college preferred.
- Three (3) years of administrative experience that includes customer service and clerical work preferred.
- Previous experience in a municipal or public jurisdiction preferred.
- Any equivalent combination of education and experience may be considered.

LICENSES AND CERTIFICATIONS

- Valid Colorado Driver's License and a satisfactory driving record.
- Must be able to obtain and retain a Notary Public certification within six (6) months of employment.
- Must be able to obtain and retain the certification necessary to process passports.

PHYSICAL DEMANDS AND 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 job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Frequency Guide			
Rarely (R)	Occasionally (O)	Frequently (F)	Constantly (C)
Less than - 5%	6 – 30%	31% - 70%	Over 70%
Physical Task	Frequency	Physical Surroundings	Frequency
Sitting	F	Extreme Temperatures	R
Standing	F	Inside Work	C
Walking	F	Outside Work	R
Running	R	Walking on uneven surfaces	R
Stooping	O	Working at height	R
Kneeling	R	Other:	
Squatting	R		
Climbing	R	Environmental Conditions	
Balancing	O	Exposure to Chemicals	O
Reaching	O	Exposure to Gases/Fumes/Dust	O
Grasping	C	High Noise Levels	R
Fingering	C	Moderate Noise Levels	F
Handling	C	Vibrations	R
Visual Acuity Near	C	Work in Traffic	R
Visual Acuity Far	O	Local Travel	F
Depth Perception	R	Out of Town Travel	O
Color Discrimination	F	Other:	
Peripheral Vision	O		
Talking	C		
Hearing	C		
Light/Power Equipment Ops	O	Weight of Objects Moved	
Heavy Equipment Operation	R	Over 100 pounds	R
Other:		Over 50 Pounds	R
		Over 10 pounds	O

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.

Employee

Date