



Title: Clerk

Pay Grade: Grade 5

Department: Community Development

Reports To: Director of Community Development

Position Overview

While providing exceptional customer service, this position performs diverse, routine and complex administrative, clerical, secretarial, technical and support activities such as preparing and composing correspondence and reports, answering telephones, providing customer assistance, receiving the public, distributing documents and information, developing record management systems, handling cash, scheduling appointments and arranging meetings, coordinating communications between departments or the general public; and assisting in the administration of the standard operating policies and procedures of the city. In addition, a clerk may be required to attend an evening or weekend city meeting or community event to assist other city personnel with clerical matters.

Supervision Received

Work is performed under the direction of the planning manager.

Essential Duties and Responsibilities

The following duties are normal for his position. These are not to be construed as exclusive or all-inclusive. Other duties may be required or assigned.

- Provides information at the counter, by telephone and through correspondence, in response to questions regarding policies and/or procedures for building, planning, engineering and economic development ordinances, codes, permit application process and procedures.
- Performs general office functions in support of the department including mail processing, copying, maintaining complex or specialized tracking systems and keeping departmental files and records.
- Responds to telephone call and visitors; responds to inquires and complaints or directs non-routine matters to the appropriate authority for disposition.
- Develops and improves records management systems via databases, spreadsheets or other specialized software, work order tracking, or related processes to facilitate data retrieval and department information needs such as new plan submissions and permit applications.
- Maintains a calendar of events and meetings for senior department personnel, schedules appointments and arranges meetings; coordinates communications between appropriate superior and other governmental officials or the public in general.
- Provides administrative support to department head or supervisor(s) by communicating to staff as

directed and communicating problems or issues to department head or supervisor.

- Answers inquiries requiring policies, rules and regulations; responds to public record requests.
- Compiles and prepares correspondence, statements, reports, documents, studies, records, and other related material from source material; uses judgment in evaluating validity of data to ensure reporting accuracy; determines layout and format for documents; and, submits reports/records to requesting parties as required.
- Prepares periodic reports by compiling and organizing data to create meaningful information as assigned.
- Assists in the procurement of department materials and supplies.
- Composes, types, and edits a variety of correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.
- Provides clerical support, as needed, to any other city department as assigned. May have to attend community events or board meetings, for example, outside of normally assigned hours to assist in job related duties.
- Reviews permit applications for completeness, accepts construction plans for appropriate departmental staff to check, sort and route permit application packages.
- Accepts construction plans and plan documents for permit processing.
- Calculates and collects fees for all plans and permit; prepares plans and documents for issuance of permits; updates plans and permit activity reports and informs customers of plan-ready status.
- Verifies validity of contractor licenses.
- Reviews and prepares invoicing for engineering reviews.

Qualifications

The incumbent for this position must possess a high school diploma or GED equivalent supplemented by course work in business or secretarial science; computer applications utilization and considerable responsible administrative support experience; or any equivalent combination of accepted education and experience.

Knowledge, Skills, and Abilities

Ability to: effectively meet and communicate verbally and in writing with residents, consultants, developers, owners, supervisors, city personnel, and the general public; establish and maintain effective working relationships; perform cashier duties accurately; handle confidential material in strict confidence; effectively use specific terms, principals and practices of building and engineering technology and code regulations within the scope of assigned job duties; become familiar with reading, understanding, and interpreting construction plans and blueprints; exert physical effort in light to moderate work involving lifting, carrying, pushing and pulling; type in a sustained and continuous manner; comprehend a variety of reference books and manuals including codified ordinances, maps, computer handbooks/manuals, etc.; prepare reports, violation letters, memos, correspondence and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style; accurately record and deliver information, meet deadlines, and maintain confidentiality of restricted information; use independent judgment, common sense, and principals of influence and rational systems in the

performance of tasks; work under stressful conditions, to respond immediately to difficult situations, and to balance priorities within and between offices and departments; advise and apply policies, procedures and standards to specific situations.

Skilled at: manual and computerized record keeping systems, word processing, spreadsheet and data base applications; maintaining personal composure and tactfully handle difficult situations and interpret questions correctly; behaving in a friendly, understanding, helpful and professional manner with coworkers, supervisors and the general public; explaining, demonstrating and clarifying to others within established policies, procedures and standards; scheduling, organizing, and prioritizing work assignments, project tasks and activities; operating a variety of automated office machines including calculator, copier, computer, and telephone system; adding, subtracting, multiplying, dividing, calculating decimals and percentages; writing legibly, using proper grammar and punctuation and following oral and written instructions; using a personal computer to complete job duties including using Microsoft Office programs and specialty building and development software.

Knowledge of: principals and procedures of record keeping; city and departmental policies and procedures.

This position description contains the essential functions for purposes of 42 USC 12101. However, it is not intended to be the only duties and responsibilities to be performed by the position incumbent. The city retains the right to modify the duties and responsibilities of this position at any time.

The City of New Albany does not unlawfully discriminate on the basis of race, color, national origin, ancestry, sex, religion, military/veteran status, age, disability, or genetic information in employment.

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