

Job Description CLERICAL

DEFINITION

Under the supervision of the Town Recorder, this employee performs a variety of complex, responsible and confidential administrative duties requiring knowledge of organizational procedures and precedents; provides clerical assistance to the Town Recorder and other Staff members; performs other departmental related work as required. This position requires clerical skills, accounting skills, public relations, IT experience and other related work. This position will work Monday through Thursday from 9 AM until 5 PM and Friday from 9 AM until 4 PM.

ESSENTIAL FUNCTIONS OF THE JOB

(The following duties are not intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

- Answers, screens, and directs incoming calls on a 3-line phone system; responds to routine questions and requests for information; routes calls as appropriate.
- Prepares letters, memorandums, forms, reports, and time lines that sometimes require considerable research and discretion to internal and external entities; may interact daily with Town officials, supervisors, Town staff, citizens, and external State, Local, and Federal jurisdictions.
- Provides strong customer service by greeting and assisting citizens with requests and complaints in a timely manner and forwards complaints to the right department.
- Reconciles cash drawer and makes daily deposits.
- Assist with processing residential building, fence, addition, pool, and accessory permit applications and demolition applications in accordance with the Town Municipal Zoning Ordinance.
- Monitors and maintains the Town Website and any social media sites.
- Serves as the liaison between contracted IT providers for any computer issues within the Town and serves as the computer tech for all Town computers.
- Attends meetings as needed to take notes and transcribe minutes for use as permanent record.
- Maintains and monitors Memphis Light, Gas and Water monthly reports and makes any changes or adjustments as needed; maintains monthly collection reports for solid waste contractors.
- Processes beer permits and yearly renewals by ensuring the Beer Ordinance is being followed.
- Maintains the Certificate of Insurance files required for use of Town property and liability waivers for participants in special events.
- Assists with online tracking systems and reports for all Town contracted services.
- Processes and maintains the Business Tax Files including issuance of License, computer software applications and applicable laws; ensures State of Tennessee Department of Revenue procedures are practiced and abided by in regarding to Business Tax, Sales and Use Tax, etc.
- Assists with the Parks and Recreation Department clerical duties to include but not limited to all invoicing of League Fees, assistance with Special Events, and verification of participant addresses.
- Assist other employees as needed.
- Performs routine computer functions, typing, clerical, and other duties as assigned by the Town Recorder and Board of Mayor and Aldermen.

REQUIRED KNOWLEDGE AND ABILITIES

- Knowledge of modern office practices, procedures, and equipment;
- Knowledge of basic bookkeeping principles and record keeping principles regarding routine transactions;
- Knowledge of correct English usage, grammar, spelling, and punctuation and proofreading;
- Knowledge of the business letter and report writing techniques;

- Ability to perform responsible technical administration, secretarial/clerical work requiring independent judgement with speed and accuracy;
- Ability to type accurately and make arithmetic calculations;
- Ability to multi-task and have a high level of attention to detail;
- Ability to exercise good judgement in evaluating situations;
- Ability to establish and maintain an effective working relationship with the public and other employees;
- Knowledge or capability of learning and comprehending the State of Tennessee Business Tax Laws and Regulations and apply them to office practices;
- Proficient in Microsoft Word, Excel, PowerPoint, and a ten-key calculator;
- Knowledge of Information Technology;
- Ability to handle a considerable volume of detailed work and adapt to interruptions in work flow;
- Ability to express ideas clearly and concisely, both orally and in writing;
- Ability to apply rules and regulations as they relate to job duties;
- Ability to manage multiple projects to successful completion;
- Ability to sit and/or stand for extended periods of time and occasional light lifting required.

QUALIFICATIONS

High school diploma required; Associates degree, preferably in business, accounting, finance, or a related field preferred. A minimum of two (2) years' experience in an administrative support/clerical position or a combination of education and relevant experience. Candidate must be proficient in Microsoft Office products and have good mathematical and reasoning skills.

WORK ENVIRONMENT

The work environment characteristics described 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 these essential functions.

- Work is performed primarily in an office environment
- Subject to sitting, standing, walking, bending, reaching and lifting objects.
- Physical exertion may be required to lift office supplies and other materials.