

CITY OF FRANKLIN
Job Description

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| Job Title: | Administrative Assistant – Clerk’s Dept. |
| Department: | Clerk’s Office |
| Appointing Authority: | Director of Clerk Services |
| Reports To: | Director of Clerk Services |
| Salary Level: | Salary Range 4 |
| FLSA Status: | Non-Exempt |
| Prepared By: | Karen L. Kastenson, Director of Clerk Services & Dana Zahn, Human Resources Manager |
| Prepared Date: | November 1, 2023 |
| Approved By: | Common Council |
| Approved Date: | January 3, 2024 |

Summary

Providing administrative support to Clerk’s office staff and other City Staff when deemed necessary. Performs a variety of confidential, complex and routine clerical, secretarial and administrative work in the keeping of elections and licensing related documents, reports and records. Assists in administration of the operating policies and procedures of the department.

Essential Duties and Responsibilities include the following.

Performs routine clerical and administrative work in answering phones, receiving the public and providing customer assistance and refers, when necessary, to appropriate persons, data processing, ordering/purchasing office/miscellaneous supplies, duplicating and distributing materials, and maintain office files.

Schedules appointments for Director of Clerk Services and Deputy Clerk.

Composes, types and edits a variety of confidential correspondence including, reports, memoranda, background reports, and other classified material requiring judgment as to content, accuracy and completeness.

Coordinates the office operations, including miscellaneous supplies, duplicating and distributing materials, and maintaining office files.

Develops and maintains office forms and procedures and assists with administrative tasks involving licensing, meetings preparation and elections.

Prepares required Wisconsin Department of Justice background checks for all operators, transient merchants, and vendors for all City related events.

Prepares outgoing mail, sorts and distributes incoming mail and parcel packages and travels to and from the post office for daily mail runs and special mailings.

Remains current on election laws.

Receives in-coming telephone calls for the entire City, and provides information as needed and routes callers to appropriate personnel throughout the City.

Assists the Director of Clerk Services with processing requests for open record requests for residents, staff, and the District Attorney's office, the news media, and Wisconsin Elections Commission.

Acts as one of the system administrators for WisVote.

Reviews, coordinates and processes licenses and permits in BS&A software.

Enters and updates voter information into WisVote for all elections.

Assists with supplemental reports for the annual budget preparation.

Works directly with the Treasurer's office in processing payments for licensing, permits, transient vendors, and merchants for community events and fairs.

Assists with meeting agendas and minutes for various committee meetings. Prepares agendas and minutes for License Committee and St. Martins Fair meetings. Assists Deputy Clerk in preparing agendas, minutes, and the meeting shell for Common Council meetings.

Researches and collects price quotes for comparison on department equipment (furniture, copiers, faxes, electronic screens, postage machine, etc.) in order to obtain a quality product at the best possible price. Maintains inventory and order office supplies, materials, and forms.

Arranges for maintenance on department equipment as necessary (printers, mail room equipment, etc.)

Assists the public with the use of City facilities and processing park rentals and issuing deposit refunds.

Assists City staff with brochures, newsletters, mailings, etc.

Assists with voter registrations, in-person voting, and set-up and take down of election equipment.

Inputs data to standard office and department forms, and compiles tabulated data for elections, licensing and City-wide events.

Prepares Property Assessment letters in the absence of the Permit / License Specialist.

Processes Ordinances and Resolutions after approval at Common Council Meeting.

Performs other administrative and clerical duties.

Runs departmental errands as needed.

Any and all other duties as assigned by the Director of Clerk Services or Deputy Clerk.

Supervision Received:

Works under the general supervision of the Director of Clerk Services.

Supervision Exercised:

None.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Graduation from high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting and bookkeeping, and two (2) years of increasingly responsible related experience.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Windows and the Microsoft Office Suite (Excel, Word, Outlook, Access, and PowerPoint). Ability to work with a variety of computer hardware and other computer related equipment.

Certificates, Licenses, Registrations

Driver's license required.

Certification within 6 months of hire by the Wisconsin Elections Commission is required.

Notary Public within 6 months of hire is required.

Physical Demands

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, walk, talk, and hear. The employee is occasionally required to use hands and fingers to operate, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment

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.

Work is performed primarily in an office setting. The noise level in the work environment is usually quiet to moderate.

Other Qualifications

Ability to maintain strict confidentiality.

Working knowledge of computers and electronic data processing.

Working knowledge of modern office practices and procedures.

Working knowledge of Clerk's Department operations.

Working knowledge of Elections.

Some knowledge of accounting principles and practices.

Skill in operation personal computer including word processing software, telephone switchboard, copy machine, shredder, fax machine, calculator, typewriter, and telephone.

Ability to effectively meet and deal with the public.

Exercises rational judgment in all job responsibilities.

Maintains the confidence and trust of peers, subordinates, superiors, and citizens.

Ability to multi-task.

Ability to effectively communicate in writing and verbally.

Ability to handle stressful situations.

Ability to make independent judgments which have minor impacts on the organization.

Other Skills and Abilities

Shared responsibility for implementation of new department equipment and software, and contact with vendors for support.

Serve on various employee or other committees as assigned.

Assist with performance duties of other department personnel as required.

Miscellaneous

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.