

City of Yukon - General Employees Pay Plan Community Development Clerk Job Description

Exempt: No
Department: Community Development Clerk
Reports To: Director
Location: 10 S 5th St
Date Prepared: June 07, 2012
Date Revised: October 01, 2013

GENERAL DESCRIPTION OF POSITION

Under the Direction of the Community Development Director; performs routine clerical work supporting the office operations with permitting and licensing and respond to a high volume of complaints and questions. Must be able to work in a very fast paced office; ability to multi-task is a must.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Issue permits and licenses.
2. Receives, screens, and directs callers and provide information.
3. Operates office machines such as personal computers, fax machines, copy machines, scanners & etc.
4. Sorts and distributes mail and other correspondence.
5. Receives and process complaints from the public and other departments.
6. Sets up files and assembles information for Departments use.
7. Maintains varied records and compiles reports.
8. Be familiar with City Codes and Ordinance to assist the public and other departments with general questions.
9. Performs related work as required.
10. Set up inspections.
11. Assist as needed and daily operations of the planning department.
12. Cash collections and daily deposits.
13. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc.; Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college, plus 12 to 18 months related experience and/or training or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume; Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

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

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

High School Graduate or GED and three years experience in clerical and or secretarial work;
Strong computer background

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Associates degree

SOFTWARE SKILLS REQUIRED

Intermediate: Presentation/PowerPoint, Spreadsheet, Word Processing/Typing
Basic: 10-Key, Accounting, Alphanumeric Data Entry, Contact Management, Database, Other

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Moderate mental demand. Operations requiring almost continuous attention, but work is sufficiently repetitive that a habit cycle is formed; operations requiring intermittent directed thinking to determine or select materials, equipment or operations where variable sequences may be selected by the employee.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately repetitive. Activities with slight variation using a definite set of processes or directions with some degree of supervision. Choice of learned things in situations which conform to clearly established patterns and modes.

SUPERVISORY RESPONSIBILITIES

No supervision.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY**FREEDOM TO ACT**

Generally controlled. General processes covered by established policies and standards with supervisory oversight.

ANNUAL MONETARY IMPACT

None. Job does not create any dollar monetary impact for the organization.

IMPACT ON END RESULTS

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

PUBLIC CONTACT

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

EMPLOYEE CONTACT

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, etc.)

WORKING CONDITIONS

Periodically exposed to such elements as noise, intermittent standing, walking, occasionally pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

ENVIRONMENTAL CONDITIONS

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

While performing the functions of this job, the employee is regularly exposed to work near moving mechanical parts; .The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities 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 and expectations.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is continuously required to talk or hear; regularly required to sit, use hands to finger, handle, or feel, reach with hands and arms, stoop, kneel, crouch, or crawl; and frequently required to stand, walk; occasionally required to climb or balance, taste or smell. The employee must regularly lift and/or move up to 25 pounds; continuously lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

ADDITIONAL INFORMATION

Not indicated.