

RESOLUTION NO. 543-2013

A RESOLUTION AMENDING THE JOB DESCRIPTION OF ADMINISTRATIVE ASSISTANT/COURT CLERK AND REPEALING RESOLUTION 279-99.

WHEREAS, the City Council of the City of Hubbard find there is a need to amend the job description of the Administrative Assistant/Court Clerk.

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF HUBBARD, THAT:

Section 1: The City of Hubbard hereby adopts the Administrative Assistant/Court Clerk job description as set forth in the attached document marked "Exhibit A" attached hereto and by this reference incorporated herein and entitled "*Administrative Assistant / Court Clerk.*"

Section 2: Resolution No. 279-99 is hereby repealed.

INTRODUCED AND ADOPTED this 9th day of April 2013.

CITY OF HUBBARD, OREGON

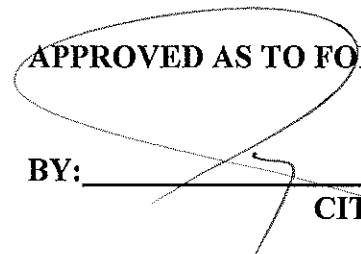
BY: _____


MAYOR

ATTEST:

BY: _____


RECORDER


APPROVED AS TO FORM:

BY: _____

CITY ATTORNEY

ADMINISTRATIVE ASSISTANT/COURT CLERK

General Statement of Duties

Performs operating functions for the Municipal Court, Utility Billing system, and general clerical and administrative duties; performs directly related work as required.

Distinguishing Features

The role of an employee in this class is to perform various functions for the Municipal Court, Utility Billing, and general clerical duties for the City. The work is performed under the supervision and direction of the Director of Administration/City Recorder, although considerable leeway is granted for the exercise of independent judgment and initiative. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with supervisors, co-workers, vendors, City personnel, and the general public. The principal duties of this class are performed in a general office environment. This position operates under state and federal laws, the city charter, ordinances, and the direction and rulings of the City Council. This is a non-exempt position.

Essential Duties

- Make payment arrangements and receive payments for Court fines.
- Process citations, enter findings, input citations in computer database, reset court dates, issue fail to appear letters, send abstracts to DMV.
- Process Fail To Appear files, forward information to Collection Agency, submit Suspension form to DMV.
- Process payments from Collection Agency, submit Reinstatement forms to DMV.
- Compose, input, and edit correspondence, reports, memoranda, and other materials relating to the Municipal Court as to content accuracy and completeness.
- Act as the Violations Bureau Clerk.
- Update and maintain the City's Base Fine Fee Schedule.
- Maintain the Court calendar and docket.
- Provide assistance to the judge and defendants in the Court room.
- Follow a defined insurance verification process to dismiss insurance violations.
- Create, prepare, fold, and stuff newsletter and additional flyers to include in utility bills.
- Receive calls from the public in person and over the telephone concerning court and utility billing services, and handle questions and matters of a general nature.

EXHIBIT "A"

- Process work orders for utility disconnections, reconnections, new orders and other public works service requests. Create new utility accounts, process applications for service, receipt utility deposits, record service changes.
- Post payments to customer accounts, prepare bank deposits and reconcile court payment report with bank deposits.
- Reconcile cash drawer and bring deposit to bank.
- Primary recipient of in-coming calls and provider of customer service at the front counter.
- Mail annual Business Registration renewal notices to all businesses located within the City limits of Hubbard, receive renewal payments, process all business paperwork and maintain contact information on Excel spreadsheets.
- Transcribe City Council, Planning Commission, and Budget meeting minutes.
- Pick up office mail from Post Office, open and deliver to departments.
- Monitor and order office supplies, as needed.
- Operate City vehicles to run errands.
- Provide general administrative assistance to administrative staff.
- Compose, input, and edit correspondence, reports, memoranda, and other materials relating to utility service requiring judgment as to content accuracy, and completeness.
- Must be flexible and handle numerous interruptions caused by phone calls and customers at the front counter.
- Finalize all Utility accounts for the City's Utility billing system.
- Process and mail delinquency notices and disconnection notices for the City's utilities.
- Receive payments for utility bills.
- Manages disconnection of utility services for non-payment of bills, as well as re-connection.
- Maintain and refill postage machine.
- Respond to and resolve concerns and inquiries from vendors, customers, departments, and the general public.
- Oversee accuracy of meter readings/billings, directs re-reading of meters where inconsistencies are apparent.
- Receive and processes requests for leak credit adjustments.
- Print, fold, stuff, and mail Utility bills.
- Post adjustments to individual utility accounts.
- Compile and generate utility billing and court reports.
- Perform Notary acts.
- Keep City website up-to-date regarding court, utility billing, and general administration.

EXHIBIT "A"

- Keep immediate supervisor and others informed concerning work progress, including present and potential problems, and suggestions for addressing these issues.
- Remain current on principles, practices, and new developments in assigned work areas.
- Respond to questions and comments in a courteous and timely manner.
- Communicate and coordinate regularly with appropriate staff members to maximize effectiveness/efficiency of inter-departmental operations and activities.
- Perform other directly related duties consistent with the role/function of the classification.
- Present at City Hall during standard work hours and if absent notifies supervisor and relevant staff.
- Probationary period for this position is for a time not less than six (6) months.

Required Knowledge, Skills, and Training

- Thorough knowledge of the municipal court system, and basic principles and procedures of administrative assistance, including correspondence, taking of minutes, telephone usage, data entry, and computer usage.
- Substantial knowledge and expertise working with utility billing software.
- Substantial knowledge of MS Windows; MS Office Small Business, Laserfiche, Macromedia Contribute and Adobe Professional.
- Substantial knowledge of principles/practices of customer service.
- Substantial knowledge of City and department operations, policies, and procedures.
- Substantial knowledge of current DMV and collections policies and procedures.
- Substantial knowledge of basic principles/practices of Information Management Systems and the operation and maintenance of relevant equipment and software.
- Substantial knowledge of office procedures and operations, including telephone etiquette, basic spelling, grammar, and punctuation.
- Ability to efficiently operate a 10-key by touch, and type 40 wpm.
- Ability to operate a personal computer and software applications.
- Ability to operate, maintain, and troubleshoot office equipment as necessary (i.e. printers, fax machines, copiers, office phone system, scanners, paper shredders, etc.).
- Ability to maintain accurate records and files.
- Ability to effectively respond to, and resolve, questions and concerns from vendors, customers, departments, and the public.
- Ability to detect and effectively resolve account discrepancies.

EXHIBIT "A"

- Ability to handle confidential information with appropriate discretion.
- Ability to exercise sound independent judgment and work independently.
- Ability to make quick and accurate computations.
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language.
- Ability to understand, compose, and follow oral and/or written policies, procedures, and instructions.
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions.
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under deadlines.
- Ability to establish successful working relationships; work under pressure and/or frequent interruptions and deal with angry or difficult people.
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions.
- Ability and willingness to learn quickly and use new skills and knowledge due to rapidly changing information and/or technology.

Required Education and Experience

Minimum Qualifications:

- High School Diploma or GED.
- At least three (3) years of increasingly responsible related experience, or any equivalent combination of education and experience.
- OR any combination of experience and training which provide the equivalent scope of knowledge, skills, and abilities necessary to perform the work.

Preferred Qualifications:

- Associates Degree in Business Administration.
- Previous experience in municipal court and/or utility billing administration duties.
- Bilingual in Spanish/English.

Required Special Qualifications
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- Possession of a valid Oregon driver license and acceptable driving record,.
- Able to obtain State of Oregon Notary Commission within six (6) months of hire date.
- Must be bondable.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities which enables the employee to communicate effectively.
- Sufficient vision or other powers of observation which enables the employee to review a wide variety of materials in electronic or hard copy form.
- Sufficient manual dexterity which enables the employee to operate a personal computer, telephone, and related equipment.
- Sufficient personal mobility and physical reflexes which enable the employee to function within a general office environment.
- Ability to push, pull, and lift up to fifty (50) pounds.