

**RESOLUTION NO. 624-2017**

**A RESOLUTION AMENDING THE JOB DESCRIPTION OF ADMINISTRATIVE ASSISTANT/COURT CLERK AND REPEALING RESOLUTION 543-2013.**

**Findings**

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


**Based on the findings, the City of Hubbard resolves as follows:**

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Section 2: Resolution No. 543-2013 is hereby repealed.

**INTRODUCED AND ADOPTED** this 14th day of February 2017.

**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**

- Makes payment arrangements and receive payments for Court fines.
- Processes citations, enters findings, inputs citations in computer database, resets court dates, issues fail to appear letters, sends abstracts to DMV.
- Processes Fail To Appear files, forwards information to Collection Agency, submits Suspension form to DMV.
- Processes payments from Collection Agency, submits Reinstatement forms to DMV.
- Composes, inputs, and edits correspondence, reports, memoranda, and other materials relating to the Municipal Court as to content accuracy and completeness.
- Acts as the Violations Bureau Clerk.
- Updates and maintains the City's Base Fine Fee Schedule.
- Maintains the Court calendar and docket.
- Provides assistance to the judge and defendants in the Court room.
- Follows a defined insurance verification process to dismiss insurance violations.
- Creates, prepares, folds, and stuffs newsletter, utility bills, and additional flyers to include in utility bill mailings.
- Receives calls from the public in person and over the telephone concerning court and utility billing services, and handles questions and matters of a general nature.

## EXHIBIT "A"

- Processes work orders for utility disconnections, final billing, reconnections, new orders and other public works service requests. Creates new utility accounts, processes applications for service, receipts utility deposits, records service changes.
- Processes and mails delinquency notices and manages disconnection of utility service as well as reconnection.
- Receipts of all payments.
- May be required to prepare bank deposits and reconcile cash drawer.
- Serves as primary recipient of in-coming calls and provides customer service at the front counter.
- Mails annual Business Registration renewal notices to all businesses located within the City limits of Hubbard, receives renewal payments, processes all business paperwork and maintains contact information on Excel spreadsheets.
- Transcribes City Council, Planning Commission, and Budget meeting minutes.
- Picks up office mail from Post Office, opens and delivers to departments.
- Monitors and orders supplies, as needed.
- Operates City vehicles to run errands.
- Provides general administrative assistance to administrative staff.
- Composes, inputs, and edits correspondence, reports, memoranda, and other materials relating to utility service requiring judgment as to content accuracy, and completeness.
- Maintains flexibility in handling numerous interruptions caused by phone calls and customers at the front counter.
- Maintains and refills postage machine.
- Responds to and resolves concerns and inquiries from vendors, customers, departments, and the general public.
- Assists in utility billing process. Receives and processes requests for leak credit adjustments.
- Posts adjustments to individual utility accounts.
- Compiles and generates utility billing and court reports.
- Performs Notary acts.
- Maintains and updates City website regarding court, utility billing, and general administration.
- Keeps supervisor and others informed concerning work progress, including present and potential problems, and suggestions for addressing these issues.
- Remains current on principles, practices, and new developments in assigned work areas.
- Responds to questions and comments in a courteous and timely manner.

## EXHIBIT "A"

- Communicates and coordinates regularly with appropriate staff members to maximize effectiveness/efficiency of inter-departmental operations and activities.
- Performs other directly related duties consistent with the role/function of the classification.
- Maintains presence 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.
- Ability to handle confidential information with appropriate discretion.
- Ability to exercise sound independent judgment and work independently.
- Ability to make quick and accurate computations.

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- 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.

<b>Required Education and Experience</b>
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### **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.

<b>Required Special Qualifications</b>
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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.

<b>Essential Physical Abilities</b>
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- 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.