

City of Berlin

City Clerk Assistant

Title City Clerk Assistant
Department(s) City Clerk Department
Reports to City Clerk

Job Summary

This position supports all functions of the City Clerk and Assessing Coordinator. This position is responsible for administering various duties of the City Clerk when the City Clerk is absent as well as assisting with daily operations when the Clerk is present. Additionally, the employee will be responsible for administering Assessing Coordinator duties when the Assessing Coordinator is absent and assisting with daily operations when present.

Summary of Essential Job Functions

Customer service is the main focus of the job. The City Clerk Assistant must be cordial, polite, flexible and knowledgeable in all aspects of the job since the work load varies daily. The employee serves the public and provides general assistance and information. The employee will be required to work full-time during absences of the City Clerk or Assessing Coordinator as needed. The employee will be responsible to fully supervise and coordinate office procedures during either of those absences and will be required to work independently. The employee will be under the general supervision and review of the City Clerk. Confidentiality is a critical component of this job due to the sensitive nature of some Vital Records. A violation of confidentiality would be cause for immediate dismissal.

- Work is done with some independence and by generally established policies and procedures under the general supervision and review of the City Clerk
- Over-the-counter customer service; receive payments for this service and balance cash drawer for weekly deposit
- Respond and issue mail requests
- Complete research for over-the-counter customers and mail customers
- Complete public inquiries regarding city records, contracts, deeds, minutes, etc
- Answer inquiries and assist City Officials and the public seeking information
- Issue licenses and permits; collect and record fees for same
- Attend City Council meetings and supervise the City Clerk's office in the Clerk's absence
- Complete other duties, as required, in the absence of the City Clerk
- Answer telephone inquiries and transfer calls to other departments
- Prepare reports of revenues collected
- Prepare weekly payment vouchers; submit weekly payrolls
- General typing, research, filing, and general office work
- Assist City Clerk during elections, register new voters, accept party/address changes
- Mail Absentee Ballots and maintain Absentee Ballot list
- Issue dog licenses, maintain lists
- Record, file, copy, and research resolutions and ordinances

- Prepare, copy, distribute, post, and fax meeting agendas and notices
- Serve as Secretary to Board of Assessors including posting meetings, taking and providing meeting minutes
- Prepare and issue property tax cards as requested
- Assist with the abatement process along with exemption/credit requests
- Assist with Intent to Cut and/or Excavation and Current Use Applications

Minimum Requirements

High School Diploma and two years' experience in a customer service role / office setting. Associates Degree preferred. Any combination of education, experience and training that would provide the required knowledge and abilities to perform the essential functions of the position.

Abilities Required

- Ability to replace employees in other departments for comparable tasks
- Some knowledge of the principles of accounting
- Knowledge of the Municipal Code of Ordinances, City Charter, State Statutes (RSA)
- Ability to record and file data
- Ability to interact with Department Heads, Elected City Officials, employees, and the public
- Ability to prepare reports and statements
- Ability to properly operate standard office equipment such as adding machine, photocopier, typewriter, computer, cash register, fax, scanner, etc.
- Ability to collect money and balance weekly cash flow; generate monthly reports
- Excellent communication skills, self motivation, ability to work in a busy environment
- Possess computer knowledge to operate VRV 2000 State Vital Records Program
- Telephone etiquette is essential for everyday telephone inquiries/office procedures

Physical / Environmental Requirements

The physical demands described herein are representative of those required to meet the essential functions of the position. The physical requirements of this classification vary in intensity and degree based on assigned work and circumstances.

LIFT up to 10 lbs.: Frequently required

CARRY up to 10 lbs.: Frequently required

REACH above shoulder height: Frequently required

REACH at shoulder height: Frequently required

REACH below shoulder height: Frequently required

PUSH/PULL: Frequently required

HAND MANIPULATION

Grasping: Frequently required

Handling: Frequently required

Daily use of City Seal by bearing down in a repetitive motion using both hands to certify Vital Record Forms.

Twisting: Occasionally required

Bending: Frequently required

Talking:
Hearing:
Sight:

Necessary for communicating with others.
Necessary for receiving instructions.
Necessary to perform job effectively.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Additional Information

HR use only	
Job code	
Generic title	City Clerk Assistant
Pay grade	\$XXXX
Management? (Yes/No)	No
E/NE status	NE
Last revised	11/07/14 / 6/17/15 dp,lw,jw 8/24/16 ea,jw