

## CITY OF TUTTLE

<b>OCCUPATIONAL TITLE:</b>	Community Development Clerk (Office Specialist)
<b>DEPARTMENT/DIVISION:</b>	Community Development
<b>SUPERVISION:</b>	This position is under the direct (Grade A) or general (Grade B) supervision of the City Manager.
<b>EEO CLASS:</b>	Administrative Support Workers (EEO-1 5240)
<b>FLSA STATUS:</b>	Non-Exempt
<b>EMPLOYMENT STATUS:</b>	Full-Time
<b>GRADE:</b>	A or B

**PURPOSE OF POSITION:** This is a non-exempt entry-level staff position in the Community Development Department that performs a variety of customer service duties; devotes a significant amount of time on routine administrative tasks for the Administration, Community Development, and Broadband Departments; and often works closely with the public on a regular basis to provide customer service on planning and permit issues. Employee will perform work requiring clerical skills, public relations, research, and must be able to work with minimum supervision.

The work is performed under the direct supervision of the City Manager who reviews the work through evaluation of reports and results, analysis of complaints, and personal conferences. This position requires occasional travel and must be able to work evening meetings.

### DISTINGUISHING CHARACTERISTICS

**Community Development Clerk I (Office Specialist I):** This is the entry level class in the Office Specialist series providing general customer service support. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Customer Service Representative II level and exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Advancement to the "II" level is based on demonstrated proficiency in performing the assigned functions and is at the discretion of higher level supervisory or management staff.

**Community Development Clerk II (Office Specialist II):** This is the full journey level class in the Office Specialist series performing the full range of customer service duties including cashiering, data entry, billing, public contact, and general office support duties with only occasional instruction or assistance. Positions at this level are distinguished from the Customer Service Representative I level by the performance of the full range of duties as assigned, working independently, applying well developed customer service knowledge, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Work is normally reviewed only on completion and for overall results. Positions in this class series are flexibly staffed and positions at the Customer Service Representative II level are normally filled by advancement from the Customer Service Representative I level.

### SUMMARY OF ESSENTIAL FUNCTIONS AND DUTIES:

(The items listed below are not intended to be a complete listing of all essential functions and duties of this position.)

- Demonstrates consistent professional attitude, superior seamless customer service, unwavering integrity, ability to maintain confidentiality, and commitment to innovation, efficiency, and fiscally responsible activity.
- Performs a full range of customer service duties; answers customer questions; researches, resolves, and responds to customer problems and complaints; explains departmental policies and procedures to the public.
- Operates computer terminal to enter payments, new account and/or license information, changes to existing accounts or licenses, and related information.
- Monitors and maintains adequate quantities of supplies and forms; revises and stocks information sheets.
- Receives and processes incoming mail and returned mail.
- Provides information and assistance in response to customer's questions and concerns; refers customers to appropriate City department or local service agency for assistance.
- Creates and revises documents describing the services and information available.
- Assists the City Manager, and Administration, Broadband, and Community Development Department personnel, with typical office tasks, including but not limited to preparing mailings, making copies, assembling packets, filing and organizing files/paperwork, processing survey data, receiving and relaying messages, soliciting donations for various city events, and selling advertisements at city facilities.
- Serves as cashier; accepts and applies over the counter and phone payments for a variety of City services including permit fees; enters payments into computer; balances receipts, counting and verifying money received; prepares deposits.
- Participates in the preparation and maintenance of a variety of files, logs, records, and reports; distributes reports; participates in the auditing of a variety of reports including monthly department reports; identifies and corrects errors and reconciles discrepancies.
- Provide assistance to individuals submitting applications to the Planning Commission, the Board of Adjustment, and other boards/committees; review building plans and permit applications to assure compliance with City regulations and requirements such as use, setbacks, etc.
- Interpret, apply, and maintain land development regulations and policies, including the Zoning Ordinance, Subdivision Regulations, Municipal Code, Design Guidelines Manual, and other land use regulatory documents.
- Work with City Staff regarding development applications, including the City Manager, City Engineer, City Clerk, Building Inspector, etc.; assist the City Planner with research and preparation of plans, documents, and any other land development information.
- Work with Code Enforcement in the preparation, organization, and management of code enforcement documents.
- Conduct field work, collect parcel data, and search land records for City Staff; research and compile information on a variety of planning issues from multiple sources.
- Develop and maintain systematized tracking systems, hard copy files and records.
- Assist City Staff at meetings; take effective notes and transcribe recorded minutes for use as a permanent record.
- Manage meeting calendars; create and mail committee meeting packages; prepare public notices and property owner verifications.
- Manage reservation calendars for City Hall and various Parks Department facilities.
- Performs related duties as required.

- Assists with the operation of the Public Storm Shelter at City Hall.
- Assists with janitorial tasks at City Hall.
- Do any and all other functions required by the City Manager.

**MINIMUM QUALIFICATIONS:**

- Must have a high school degree or GED equivalent.
- Customer Service Representative I: One year of clerical or administrative assistance experience involving considerable public contact.
- Customer Service Representative II: Two years of responsible experience performing duties comparable to a Customer Service Representative I in the City of Tuttle or comparable experience performing clerical or administrative assistance duties involving considerable public contact.
- Knowledge of:
  - Bookkeeping and clerical accounting principles, practices, and terminology.
  - Modern office procedures, methods, and equipment including computers, typewriters, printers, copiers, and telephone answering devices.
  - Computer applications such as email, web browsing, word processing, spreadsheets, and statistical databases.
  - Principles and practices of fiscal, statistical, and administrative record keeping and reporting.
  - Principles of business letter writing and basic report preparation.
  - Methods and techniques used in customer service and public relations.
  - Receptionist and telephone techniques.
  - Basic programs and services of the organization relating to service fees, billing, and account maintenance.
  - English usage, spelling, grammar, and punctuation.
  - Mathematical principles.
- Ability to:
  - Perform responsible bookkeeping, clerical accounting, and customer service duties.
  - Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
  - Understand, interpret and apply general and specific administrative and departmental policies and procedures.
  - Exercise tact and judgment in responding to inquiries and resolving complaints and problems.
  - Find and reconcile discrepancies in balancing accounts.
  - Implement and maintain standard filing systems.
  - Operate and use modern office equipment including a computer and various software packages (including Microsoft Office products).
  - Operate 10-key calculator by touch.
  - Type and enter data at a speed necessary for successful job performance.
  - Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

- Demonstrate an awareness and appreciation of the cultural diversity of the community.
- Ability to communicate clearly and concisely, orally and in writing; ability to respond to questions from employees, clients, customers and the general public.
- Produce written documents such as records, reports, and business correspondence in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Ability to work independently, under pressure and maintain confidentiality.
- Possess excellent organizational skills with attention to detail and accuracy.
- Must be able to maintain a cooperative working relationship with other departments and personnel of the City.
- Ability to establish and maintain effective working relationships and communications with coworkers, state, public officials, general public and outside agency representatives.
- Learn job-related material primarily through oral instruction and observation which takes place mainly in an on-the-job training setting.
- Perform arithmetic calculations (adding, subtracting, multiplying, dividing, using percentages, fractions, decimals, averages, rates, ratios, and statistics) in all units of measure rapidly and accurately.
- Must possess, or be able to obtain, a valid Oklahoma drivers' license and a driving record that meets or exceeds the City of Tuttle's driving standards.

#### **WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**

- Must be able to work from City Hall and other city facilities during business hours, typically Monday through Friday 8:00 am to 5:00 pm.
- Must be available to attend required evening and night meetings/events and business trips as needed. The Planning Commission typically meets on the 1<sup>st</sup> Monday of each month, and the City Council typically meets on the 2<sup>nd</sup> and 4<sup>th</sup> Monday of each month. Other boards and committees meet as needed.
- Some exposure to unpleasant citizens, must be able to handle tactfully.
- Work typically indoors, subject to sitting, standing, walking, and using the telephone for extended periods of time.
- CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending and stooping, pushing/pulling, twisting at waist, moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 20 lbs. from below waist to above shoulders and transporting distances up to 50 yards. OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate reference books and manuals; lifting objects weighing 20-35 lbs. from below waist to above shoulders and transporting distances up to 50 feet; climbing stools and step ladders.
- Subject to typical business office environment where noise level is moderate. Sharing of office equipment such as copier, fax machine, printer, etc. is normal.
- Subject to working in a confined area in close proximity to others or in large open area, with frequent interruptions.
- Frequently sit and talk or hear, walk and use hands and fingers, handle or operate objects, tools or controls; reach with hands and arms.
- High degree of concentration required to fulfill essential job duties.

- Minimum 20/20 vision or 20/20 corrected vision required.
- Vision required to read and review written correspondence, reports, statistical and technical information, computer screen, etc.
- Subject to continuous exposure to light and glare from computer terminal.
- Hearing required in the normal audio range with or without correction.
- Must have a professional appearance and demeanor; and convey a professional and positive image and attitude regarding the City.

**WORK SCHEDULE:**

May require extended work hours depending on department needs including: night, weekend and holidays.

This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in these specifications. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA).

I understand and agree that my employment is at will only and for no term of definite duration. I also understand and agree that either the City of Tuttle or I may terminate my employment relationship at any time.

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Employee

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Date

The City of Tuttle, Oklahoma, is an Equal Opportunity Employer.