Administration Job Descriptions

*These templates provide general guidance and should be customized to reflect your city's specific needs, qualifications, and job responsibilities. Placeholder text is included where city-specific information should be added.*

[**Assistant City Manager (Smaller City) 2**](#_jv7gj054i8wv)

[**Assistant City Manager (Larger City) 4**](#_v3262k8r0lzz)

[**City Manager (Smaller City) 6**](#_cy42wz436843)

[**City Manager (Larger City) 8**](#_uzvawo8hyszs)

[**Executive Assistant 11**](#_2tlwcbcel1fi)

[**Administrative Assistant I 14**](#_uod7ull9cbdr)

[**Purchasing Agent 17**](#_fldvla2m8vk5)

[**Finance Director 20**](#_bagdwip7w7j9)

[**City Clerk (Smaller City) 22**](#_ly4174zh4jc1)

[**City Clerk (Larger City) 25**](#_i00z10i9k26z)

[**Customer Service Representative - Finance 27**](#_7603kgw9wq3j)

[**Human Resources Manager 29**](#_6xwxpcwhuuw0)

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# Assistant City Manager (Smaller City)

**DISCLAIMER**This job description is provided for general informational purposes, may not apply to your city's specific situation, and should not be considered a comprehensive description of the job position. It should be used for comparative purposes only. The job description should be tailored to reflect the actual qualifications and job duties relevant for this position in the context of your city. You should consult with a human resources professional and your city attorney before taking any action based on this job description.

**Position:** Assistant City Manager  
**Reports To:** City Manager

**POSITION SUMMARY:**The position provides direction and oversight to areas of supervision (Human Resources and Special Committees assigned by Council or City Manager). Serves as an advisor, coach, and advocate for staff; works integrally with them on projects; serves as a counsel and sounding board on goals and objectives established within the department or in accordance with goals determined by City Council. This position works independently and with autonomy. Responsible for the direct supervision of Human Resources Department, Teen Court, Interns, Junior Youth Council, and other special committees formed by City Council or City Manager.

**ESSENTIAL DUTIES:**

* **Human Resources:** Provide insight to employees for developing and executing organizational strategy. Reexamine HR practices, programs, and employee incentives to develop innovative and exciting programs for the organization (e.g., diversity, ethics, employee culture, employee incentives/rewards, leadership, supervisory skills). Maintain HR as an integral part of the organization’s strategic decision-making.
* **Community Relations:** Provide outreach and community assistance. Work with all departments on civic/social projects. Develop ties to the community through involvement with local groups and organizations with an interest in community service and preservation.

Additional duties include:

* Provide assistance and support to the City Manager; analyze and implement policies and procedures; assist in the preparation of the budget.
* Supervise, along with the City Manager, the work of all city staff and act as City Manager in their absence.
* Maintain accessible and close relationships with department heads and their key staff members.
* Respond to and resolve public inquiries and complaints effectively and courteously, including mediating and resolving disputes.
* Attend various council, community, and committee meetings as assigned by the City Manager.

**Policy and Administrative Oversight:**

* Provide guidance for reviewing and evaluating employment policies, practices, and procedures, especially where underrepresentation or allegations of discrimination are evident.
* Establish goals and evaluate the administration of employee selection processes, including recruiting, application processing, testing, and candidate certification.
* Investigate employee grievances alleging discrimination and take corrective action as necessary.
* Assist in the coordination, development, implementation, and evaluation of the City’s strategic plans.

**Risk Management and Claims Administration:**

* Act as the point of contact for complaints or liability claims, providing filing instructions and forwarding claims to the insurance company.
* Administer claims related to city property damage, ensuring proper payment from insurance carriers.
* Maintain claims databases, prepare schedules, and generate reports summarizing claims history.

**Special Events and Projects:**

* Oversee special events, including the annual Christmas party, department head retirements, and receptions.
* Manage special projects outside existing departments or requiring special attention, coordinating multi-departmental efforts to ensure timely completion.

**TRAINING AND EXPERIENCE:**

* A college degree in business administration, public administration, industrial relations, or a related field is required; a master’s degree is preferred.
* Considerable experience in municipal management.

# Assistant City Manager (Larger City)

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**Position: Assistant City Manager  
Reports To: City Manager**

**POSITION SUMMARY:**The City Government operates under the council/city manager form of government in accordance with its Charter. The City has five elected Council members and a Mayor. The Assistant City Manager reports directly to the City Manager.

The Assistant City Manager is an executive-level position with responsibility for overseeing and guiding, as assigned, the activities of various departments/divisions and special projects to ensure they align with the policies and goals of the City Manager. This position provides guidance and direction to departments to ensure the City’s goals and objectives are achieved in a timely and efficient manner. The Assistant City Manager supports decision-making and policy direction by providing the City Manager with accurate and timely information and assists in the overall day-to-day administration of City Council and staff operations.

**REQUIREMENTS:**

* A master’s degree from an accredited college or university in Public Administration, Business Administration, or a related field.
* Six (6) to ten (10) years of increasingly responsible professional experience in municipal government or public-sector management, including at least five (5) years of administrative or supervisory responsibility at the senior managerial or executive leadership level.

**DESIRED QUALIFICATIONS AND SKILLS:**

* Proven record as an innovative leader.
* Excellent communication and presentation skills.
* Ability to establish and maintain effective working relationships with internal and external customers.
* Strong commitment to public service.
* Demonstrated history of identifying and responding to community and City Council issues, concerns, and needs.
* High level of emotional intelligence.
* Advanced leadership and management skills with a proven ability to lead teams of executive, managerial, and professional staff.
* Experience in or strong exposure to community development, planning, economic development, public works, development agreement negotiations, and special projects.
* Strong project management skills.

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# City Manager (Smaller City)

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Position: City Manager  
Reports To: City Council

**POSITION SUMMARY:**An elected mayor and four council members govern the city. The City Manager is the chief administrative officer responsible for the city’s daily operation, with direct oversight of all city departments, including Public Safety, Finance/Administration, Public Works, Recreation, and City Clerk. The City Manager reports to the council.

**QUALIFICATIONS AND REQUIREMENTS:**

* Five years of progressive experience in city management is desired.
* Evidence of leadership in managing change and crafting community initiatives.
* A strong ethical compass and the ability to communicate vision and tactical goals.
* Capacity to navigate a political environment with direct experience with elected officials.
* Ability to collaborate with regional partners, emphasizing relationship building and resource identification.

**CORE SKILLS AND RESPONSIBILITIES:**

* Financial Management: Working knowledge of financial statements, including trend assessment and forecasting.
* Organizational Efficiency: Strong organizational skills with a focus on leveraging technology to improve processes.
* Communication: Excellent oral and written communication skills, with a passion for customer service.
* Operations: Experience in water and wastewater operations is a plus.

**EDUCATION:**

* A bachelor’s degree from an accredited institution of higher learning is required.
* A Master of Public Administration (MPA) is desired.

**APPLICATION MATERIALS:**Applicants should submit:

1. A cover letter addressing how their experiences match the position requirements.
2. A resume.
3. Candidate’s contact information (phone and email).
4. Names, titles, addresses, and contact information of three references.

Submission of materials as PDF attachments is strongly encouraged.

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# City Manager (Larger City)

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Position: City Manager  
Reports To: Mayor and City Council

**JOB SUMMARY:**This is a high-level executive management position responsible for directing and supervising the operations of [City Name]. Work involves managing and supervising all departments of the City to achieve goals using available resources. Responsibilities include preparing the annual budget, providing leadership and direction in developing short- and long-range plans, advising the Mayor and City Council of financial conditions and current and future needs of the City, and monitoring and ensuring compliance with state and federal regulations.

**MAJOR DUTIES:**

* Manage activities of City departments by assigning priorities and objectives to department heads and professional staff.
* Review and approve management reports regarding department and administrative activities.
* Ensure all City operations are performed within available resources.
* Provide leadership and direction in developing short- and long-range plans.
* Gather, interpret, and prepare data for studies, reports, and recommendations for decision-making purposes.
* Provide professional advice to the Mayor and City Council and direction to department heads.
* Communicate official plans, policies, and procedures to staff and the public.
* Prepare and administer the annual City budget.
* Monitor revenues and expenditures to ensure City operations are performed within budget and maintain sound fiscal control.
* Advise the Mayor and City Council of financial conditions and current and future needs.
* Assure effective and efficient use of budgeted funds, personnel, materials, facilities, and time.
* Determine work procedures, evaluate workflow, and expedite processes to improve efficiency and effectiveness of operations.
* Hire, promote, and terminate department heads, officers, and employees of the City.
* Ensure compliance with City policies, procedures, ordinances, and all federal, state, and local laws.
* Track legislative issues and ensure the City stays compliant with new laws.
* Attend City Council meetings and local, regional, and state meetings regarding policies and issues impacting the City.
* Serve as liaison to City Boards and communicate directives from the City Council.

**KNOWLEDGE REQUIRED:**

* Modern policies and practices of municipal government.
* Personnel management practices, including progressive disciplinary policies and state and federal guidelines.
* Electric utility, water, and sewer operations.
* City codes, ordinances, resolutions, and guidelines for City operations.
* Functions and activities of City departments.
* Municipal government budget preparation and administration.
* State laws, regulations, and guidelines governing City operations.

**SKILLS AND ABILITIES:**

* Prepare and administer municipal budgets effectively.
* Plan, organize, staff, and direct efficient delivery of City services through subordinate staff.
* Provide responsive advice and staff support to the Mayor and Council.
* Prepare and analyze comprehensive reports.
* Establish priorities and allocate City resources effectively.
* Communicate clearly and concisely, both verbally and in writing.
* Establish and **maintain effective working relationships with employees, City officials, and the public.**

SUPERVISORY CONTROLS:  
Work is performed based on policy directives of the Mayor and City Council.

GUIDELINES:  
Guidelines include City and departmental policies and procedures, City codes and ordinances, and applicable federal, state, and local laws.

COMPLEXITY:  
The work consists of various highly administrative, technical, and supervisory duties.

SCOPE AND EFFECT:  
The purpose of this position is to effectively and efficiently manage the operations of the City.

PERSONAL CONTACTS:  
Contacts are typically with co-workers, vendors, developers, state, federal, county, and local governments, and the general public.

PURPOSE OF CONTACTS:  
Contacts are to exchange information, resolve conflicts, and solve problems.

**MINIMUM QUALIFICATIONS:**

* Master’s degree in Public Administration or related field.
* Twelve (12) years of progressively responsible experience in local government or a related field, or an equivalent combination of education and experience.

# Executive Assistant

**DISCLAIMER**This job description is provided for general informational purposes, may not apply to your city's specific situation, and should not be considered a comprehensive description of the job position. It should be used for comparative purposes only. The job description should be tailored to reflect the actual qualifications and job duties relevant for this position in the context of your city. You should consult with a human resources professional and your city attorney before taking any action based on this job description.

Position: Executive Assistant  
Division: Administrative Services  
Reports To: Administrative Services Director

**OVERVIEW:**This position is responsible for providing general administrative and clerical support to the Administrative Services Director, the City Manager, the Mayor, and the City Council.

**EDUCATION & DIRECTLY APPLICABLE EXPERIENCE**

* High School Diploma and seven to ten years of directly related experience,  
  OR
* Public Safety Certification and five to ten years of directly related experience,  
  OR
* Two years of college or Associate’s Degree and two to less than five years of directly related experience,  
  OR
* Bachelor’s Degree and less than two years of directly related experience.

**SUPERVISORY CONTROLS:**

* The work is performed under general supervision.
* The supervisor provides assignments, limitations, quality, and quantity expectations, deadlines, and priorities.
* Specific instructions may be provided for new, difficult, or unusual tasks.

**SUPERVISION GIVEN:**

* This position does not supervise any other positions.

**GUIDELINES:**

* Guidelines are available but may not be completely applicable to all situations or have gaps in specificity.
* The employee uses judgment to adapt guidelines for specific cases or problems.

**COMPLEXITY:**

* The work involves varied duties requiring unrelated processes and methods.
* Decisions may involve interpreting large amounts of data or adapting methods to achieve desired results.

**SCOPE AND EFFECT:**

* The work affects the development of major aspects of programs or services and may impact a substantial number of people.

**PERSONAL CONTACTS:**

* The majority of personal contacts are with high-ranking officials outside the organization.

**PURPOSE OF CONTACTS:**

* To obtain, clarify, or provide information, ranging from easily understood to highly technical.

**PHYSICAL DEMANDS:**

* Work is primarily sedentary but may involve occasional walking, standing, stooping, or carrying light items such as papers or books.
* No special physical demands are required.

**WORK ENVIRONMENT:**

* The work environment involves everyday risks or discomforts requiring normal safety precautions, such as safe office practices and observance of regulations.

**ESSENTIAL DUTIES:**

* Maintain and review logs for letters and complaints, ensuring timely responses.
* Screen citizen complaints and follow up with appropriate departments.
* Review mail and documentation, manage calendars, and produce confidential memoranda for the Mayor and City Manager.
* Provide backup support to the Staff Assistant, Public Information Officer, and Receptionist.
* Serve as the Quality Improvement Advisor to all departments, leading QIT committees and tracking project statuses.
* Attend meetings and transcribe minutes.
* File, retrieve, and maintain materials/data from computerized and manual filing systems.
* Order and maintain office and operating supplies for Administrative Services.
* Compose and type correspondence, memoranda, reports, and forms.
* Perform other duties as requested.

# Administrative Assistant I

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Job Title: Administrative Assistant I  
Division: Administration  
Reports To: City Clerk

**GENERAL STATEMENT OF JOB:**The purpose of this position is to perform general administrative and secretarial duties for the Office of the City Clerk and Mayor. The position maintains City Council minutes, contract document files, City Code books, and other records. Reports to the City Clerk.

**SPECIFIC DUTIES AND RESPONSIBILITIES:**

### **ESSENTIAL JOB FUNCTIONS**

* Prepares minutes for City Council public meetings and other special meetings.
* Establishes and maintains original document files for Administration.
* Receives and distributes incoming departmental mail; posts outgoing mail daily.
* Performs clerical duties such as typing, filing, photocopying, and faxing; may assist with switchboard duties as needed.
* Schedules meetings and appointments for the City Clerk and occasionally for the Mayor.
* Answers the department telephone; screens and directs calls, and records and relays messages accurately.
* Assists in the renewal and issuance of alcoholic beverage licenses.
* Ensures the department maintains adequate office supplies; reorders as necessary.
* Types City Council meeting agendas and organizes packet material for all meetings; ensures that the Mayor and Council receive all relevant information concerning agenda items.
* Coordinates maintenance of copy and postage machines, computer, and telephone equipment.

### **ADDITIONAL JOB FUNCTIONS**

* Provides customer service or assists the City Clerk as required.
* Performs other related duties as required.

**MINIMUM TRAINING AND QUALIFICATIONS:**

* High School Diploma or GED required with two years of experience in general office and secretarial work or related area;  
  OR
* Any equivalent combination of education, training, and experience that provides the requisite knowledge, skills, and abilities for this position.

### **(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS:

* Must be physically able to operate a variety of office equipment, such as a typewriter, computer, printer, facsimile machine, copy machine, telephone, transcriber, etc.
* Must be able to use body members to work, move, or carry objects or materials.
* Must be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds frequently.
* Physical demand requirements are consistent with those of sedentary work.
* Must be able to lift and/or carry weights of twenty to forty pounds.

DATA CONCEPTION:

* Requires the ability to compare and judge observable functional, structural, or compositional characteristics of data, people, or things.

INTERPERSONAL COMMUNICATION:

* Requires the ability to speak and signal people to convey or exchange information.
* Includes giving assignments and directions to coworkers or assistants.

LANGUAGE ABILITY:

* Requires the ability to read various informational documentation, directions, instructions, and methods.
* Requires the ability to write reports and essays with proper format, punctuation, spelling, and grammar, using all parts of speech.
* Requires the ability to speak with poise and confidence using correct English.

INTELLIGENCE:

* Requires the ability to learn and understand basic principles and techniques.
* Requires the ability to make independent judgments in the absence of supervision.

VERBAL APTITUDE:

* Requires the ability to record and deliver information, explain procedures, and follow verbal and written instructions.

NUMERICAL APTITUDE:

* Requires the ability to utilize mathematical formulas, add and subtract totals, and determine percentages.

FORM/SPATIAL APTITUDE:

* Requires the ability to inspect items for proper length, width, and shape.

MOTOR COORDINATION:

* Requires the ability to coordinate hands and eyes when using automated office equipment.

MANUAL DEXTERITY:

* Requires the ability to handle various items and operate office equipment.

COLOR DISCRIMINATION:

* Requires the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT:

* Requires the ability to deal with people beyond giving and receiving instructions.
* Must adapt to performing under moderate stress when confronted with an emergency.

PHYSICAL COMMUNICATION:

* Requires the ability to talk and/or hear, expressing or exchanging ideas by spoken words and perceiving sounds.

# Purchasing Agent

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Job Title: Purchasing Agent  
Department: Finance

### **Job Summary**

The employee performs specialized administrative work in a purchasing function, which involves procuring a wide variety of commodities for all departments and divisions of [City Name]. Work includes purchasing uniforms, supplies, materials, chemicals, services, equipment, and vehicles, ensuring they meet desired specifications, grade, quality, and price most favorable to [City Name]. The employee is also responsible for bidding out construction projects. Duties require frequent contact with vendors and City employees regarding purchasing matters. This position allows wide latitude for independent judgment and is responsible for all professional purchasing decisions, subject to review by the Accounting Manager and City Manager.

### **Examples of Work**

**The following examples illustrate the duties assigned to this role. This is not an exhaustive list.**

* Consults with City employees and vendors on commodity needs and specifications.
* Researches and prepares specifications for materials, supplies, and equipment required by [City Name].
* Receives requisitions, consults vendors, solicits bids, and analyzes quotations/bids.
* Issues purchase orders for required signatures.
* Develops sources of supply records and procurement procedures and manages related correspondence and public records.
* Maintains appropriate records of price quotations.
* Maintains a list of qualified vendors.
* Works with department heads, division supervisors, and the City Manager to determine selection criteria for awarding purchase orders and contracts, ensuring adequate documentation of the award process.
* Follows up with vendors on delinquent deliveries, defective shipments, or other discrepancies.
* Ensures that all City purchases comply with City purchasing procedures.
* Performs related work as required.
* Administers certain City-wide contracts (e.g., cell phones, building maintenance, pest control, pagers, walk-off mats).

### **Knowledge, Skills & Abilities**

* Extensive knowledge of the principles, practices, and legal requirements of centralized governmental purchasing.
* Strong knowledge of sources of supplies and market/price trends.
* Knowledge of various types, qualities, and uses of materials, supplies, and equipment required by [City Name].
* Ability to analyze varied factors in bids and make objective, impartial purchasing recommendations.
* Ability to review purchasing methods and procedures and provide recommendations for system improvements.
* Ability to foster cooperation and develop effective working relationships with all City department personnel.
* Ability to effectively communicate with vendors, suppliers, other governmental agencies, and the public.
* Proficiency in Microsoft Office (Word, Excel, Outlook) and familiarity with standard office equipment.
* Strong verbal and written communication skills.

### **Desirable Training & Experience**

* College degree in Business Administration.
* Five years of experience in governmental purchasing.
* Certification from the National Institute of Governmental Purchasing (NIGP).

### **Necessary Special Requirements**

* Bachelor’s Degree.
* Three years of purchasing experience.
* Willingness to work toward obtaining NIGP certification.
* Possession of a valid driver’s license.

# Finance Director

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**Job Title:** Finance Director  
**Employment Type:** Full-Time

### **Position Summary**

[City Name] is seeking a qualified Finance Director to oversee the financial operations of the city. The Finance Director is responsible for the overall administration and management of the City’s Financial Services Department. This role ensures fiscal accountability and transparent stewardship of public funds through the management, monitoring, and coordination of various components of the City’s budget. The Finance Director advises the City Manager and City Council on financial matters, including the effective use of resources.

This position establishes department work plans, goals, and objectives while providing direction and guidance to subordinate staff. Administrative responsibilities include supervising staff, hiring, assigning work, providing guidance, evaluating performance, and implementing disciplinary actions as necessary. Additional duties include overseeing investments, such as interest-bearing accounts and certificates of deposit, preparing monthly and quarterly revenue and expense reports, coordinating audits, and working with auditors to verify expenditures.

### **Essential Duties and Responsibilities**

* Administer and manage the City’s Financial Services Department.
* Oversee the development and monitoring of the City’s budget, ensuring fiscal accountability and alignment with organizational priorities.
* Provide professional advice and recommendations to the City Manager and City Council regarding financial matters, including resource allocation and effective use of funds.
* Establish department work plans, goals, and objectives; guide and direct subordinate staff to achieve these objectives.
* Supervise departmental staff, including hiring, assigning work, mentoring, evaluating performance, and implementing disciplinary actions as necessary.
* Oversee the City’s investments, including interest-bearing accounts and certificates of deposit, ensuring financial stability and growth.
* Prepare and present monthly and quarterly financial reports detailing revenue, expenditures, and budget performance.
* Coordinate and oversee annual audits, ensuring compliance with applicable regulations and working closely with auditors to verify expenditures and financial processes.
* Ensure adherence to all financial policies, procedures, and applicable laws.
* Perform other related duties as required.

### **Minimum Qualifications**

* **Education:**Bachelor’s degree in finance, business, public administration, accounting, or a related field.
* **Experience:**Five years of progressively responsible experience planning and managing finance, budget, and personnel programs, resources, and operations.
* **Equivalencies:**Any equivalent combination of education, training, and experience that provides the requisite knowledge, skills, and abilities for the position.
* **Preferred Qualifications:**
  + Master’s degree in finance, public administration, or accounting.
  + Certified Public Accountant (CPA) designation.
  + Experience working in municipal government.
  + Proficiency with INCODE software.

# City Clerk (Smaller City)

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**Position:** City Clerk  
**Supervisor:** City Manager

### **Position Summary**

This position performs clerical functions for the Mayor and City Council, maintains all City documents in accordance with [State] Retention Schedule for Local Government Records, responds to all records requests under the state’s Open Records Act, attests the Mayor’s signature on legal documents, and serves as the City’s archivist and custodian of the City Seal, Charter, and Code of Ordinances. Additionally, the City Clerk assists the City Manager with revenue collection, budget preparation, payroll, accounts payable/receivable, procurement, office management, and co-signing City checks.

Additional responsibilities include supervising subordinate staff, ensuring quality customer service, attending all City Council meetings, and preparing agendas, agenda packets, and public notices for meetings.

Primary clerical responsibilities and functions related to finance will be performed independently under the supervision of the City Manager.

### **Essential Responsibilities, Knowledge, and Skills**

* Manage the City’s documents, archives, resolutions, and ordinances in compliance with state laws.
* Prepare and manage the functions of all City Council meetings.
* Prepare agendas and coordinate the assembly and dissemination of agenda packets for all Council meetings.
* Attend all regular and special meetings of the Mayor and Council, recording actions in accordance with state law and parliamentary procedures.
* Prepare and post notices of public meetings and hearings and notify news media of scheduled meetings.
* Draft summaries of motions for Council meetings within two business days after the meeting.
* Assist the City Attorney with researching and drafting resolutions and ordinances.
* Coordinate with Municode, City Attorney, and City Manager to update the Code of Ordinances and archived meeting minutes and agendas.
* Interpret and explain adopted codes, ordinances, and policies related to City operations and programs.
* Maintain thorough knowledge of Open Records/Meeting Act, Local Government Record Retention Schedule, and other applicable laws.
* Assist in the preparation of the annual operating budget.
* Prepare and file City financial documents and reports with state and federal agencies.
* Assist in the planning, coordination, and organization of financial audits.
* Oversee accounts receivable and payable functions, perform bank reconciliations, and troubleshoot processing errors.
* Supervise, assign, and review the work of subordinate staff.
* Prepare clear and concise reports.
* Establish and maintain effective relationships with employees, supervisors, elected officials, and the general public.
* Maintain proficiency in operating computer systems, business applications, and recording devices.
* Exhibit excellent oral and written communication skills.
* Manage multiple priorities and meet deadlines consistently.
* Perform other duties as assigned by the Mayor or City Manager.

### **Education, Certification, and Other Requirements**

* Associate degree in business, public administration, or a related field, or an equivalent combination of education, training, and experience.
* At least three (3) years of progressively responsible experience in municipal government administration, including supervisory experience.
* Municipal Clerk certification (or the ability to obtain certification within two years).
* Attendance at seminars and workshops related to clerk duties and responsibilities.
* Valid [State] Driver’s License.
* Must be bondable and able to pass a drug test and background check.

### **Preferred Education and Skills**

* Knowledge of government finance, human resources, risk management, and purchasing practices in local government.
* Familiarity with records retention requirements and open government laws.
* Ability to supervise and train staff with diverse responsibilities, including finance, utility billing, payroll, personnel benefits, and custodial services.
* Strong customer service skills to judiciously apply City requirements to individual citizen needs.
* Ability to work effectively with department heads, City staff, and the Mayor and Council.

# City Clerk (Larger City)

**DISCLAIMER**This job description is provided for general informational purposes, may not apply to your city's specific situation, and should not be considered a comprehensive description of the job position. It should be used for comparative purposes only. The job description should be tailored to reflect the actual qualifications and job duties relevant for this position in the context of your city. You should consult with a human resources professional and your city attorney before taking any action based on this job description.

**Reports to:** City Administrator

### **Position Summary**

Under administrative direction of the City Administrator, the City Clerk plans, directs, manages, and oversees the functions, programs, and operations of the City Clerk’s Office. Responsibilities include attending City Council meetings, producing City Council minutes, preserving records of actions taken by the Council, managing the City’s records retention and imaging program, conducting City elections, coordinating activities with other departments and outside agencies, and providing complex administrative support to the Mayor, City Administrator, and City Council.

### **Duties and Responsibilities**

* Manage all functions and operations of the City Clerk’s Office, including producing City Council minutes and maintaining records of Council actions.
* Coordinate the City’s records management and retention programs, ensuring compliance with regulations and proper indexing for accessibility.
* Conduct records maintenance activities, safeguarding confidentiality and ensuring compliance with retention guidelines.
* Manage open records requests in compliance with legal requirements.
* Serve as the City’s election official, coordinating general and special elections and working with the [County Name] Board of Elections.
* Manage citizen boards and commissions memberships.
* Develop and implement goals, objectives, policies, and procedures for the City Clerk’s Office.
* Evaluate service delivery methods, allocate resources, and implement improvements.
* Oversee legal notices, file coding, ordinances, resolutions, and related documentation.
* Maintain custody of the City seal and official documents.
* Supervise, train, and evaluate staff, implementing disciplinary actions as necessary.
* Develop and administer the City Clerk’s Office budget, including forecasting and approving expenditures.
* Serve as a legislative resource, overseeing records and providing research on legislative history.
* Represent the City Clerk’s Office to other departments, officials, and external agencies.
* Respond to and resolve complex citizen inquiries and complaints.
* Provide notary public services as required.
* Perform additional duties as assigned.

### **Required Knowledge, Skills, and Abilities**

* Comprehensive knowledge of municipal government operations, records management, and election laws.
* Familiarity with the Georgia Election Code and Open Records Act (or applicable state regulations).
* Expertise in municipal budget preparation, administration, and staff supervision.
* Proficiency in Microsoft Office and modern office procedures.
* Strong organizational, analytical, and problem-solving skills.
* Excellent verbal and written communication abilities.
* Ability to coordinate elections, manage records, and support legislative functions.

### **Minimum Qualifications**

* Bachelor’s degree in political science, public administration, business administration, or a related field.
* Five years of increasingly responsible administrative experience in a City Clerk’s Office or public agency, including two years of supervisory experience.
* Certification as a Notary Public (or ability to obtain).
* State Certified Municipal Clerk (or ability to obtain within three years).
* Valid [State] Class C driver’s license.

### **Physical Demands**

* Work is primarily performed in an office environment, requiring extended periods of sitting and occasional physical activity such as bending, lifting, and walking.
* Ability to lift up to 35 lbs. and transport items up to 50 feet.
* Vision and hearing within the normal range, with or without correction.

# Customer Service Representative - Finance

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**MAJOR DUTIES AND RESPONSIBILITIES**

* Provides information to the general public in the processing of business licenses and certificates of occupancy; determines if applications comply with policies and procedures.
* Makes business license coding determinations utilizing the North American Industrial Classification System (NAICS).
* Receives, processes, and posts occupation tax payments, hotel/motel excise tax payments, alcohol distributor excise tax payments, mixed drink excise tax payments, car rental excise tax payments, and right-of-way agreement tax payments.
* Processes applications for business licenses, alcoholic beverage licenses, taxicab services, pawnshop services, second-hand jewelry services, and tree services.
* Computes and assists in the calculation of occupation taxes, excise taxes, franchise taxes, right-of-way agreements, discounts, penalties, and interest due.
* Reads and interprets documents from other departments and agencies relating to the processing and issuance of business licenses.
* Performs a variety of clerical and administrative functions, including data entry, typing, and filing.
* Sets up and maintains alphabetic and numeric files.
* Composes routine correspondence.
* Manages incoming mail, including receiving, stamping, opening, sorting, and distributing.
* Enters, researches, and retrieves information from computer databases to provide documents and information to the public and other departments.
* Performs other related duties as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES**

* Knowledge of modern office practices and procedures.
* Knowledge of principles and practices for records maintenance and information retrieval.
* Knowledge of applicable state, federal, and local laws, rules, and regulations.
* Skill in computer software programs.
* Skill in problem solving and decision making.
* Skill in operating standard office equipment.
* Skill in oral and written communication.
* Skill in dealing effectively with the general public.

**MINIMUM EDUCATIONAL AND TRAINING REQUIREMENTS**

* Ability to read, write, and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
* Sufficient experience to understand the basic principles relevant to the position, typically associated with an apprenticeship/internship or one to two years in a similar role.

**PHYSICAL REQUIREMENTS**

* The work is typically performed while sitting at a desk or table or while standing, walking, bending, crouching, or stooping.
* The employee may occasionally lift light objects.
* The work environment is typically an office setting or a stockroom.

# Human Resources Manager

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**POSITION SUMMARY**This position is responsible for managing, planning, organizing, and directing the City's human resources programs. Work involves supervising personnel engaged in implementing and coordinating human resources functions. Duties are performed under the limited supervision of the Assistant City Administrator.

**MAJOR DUTIES AND RESPONSIBILITIES**

* Plans, organizes, and directs the operations of the City's human resources program, including recruitment, compensation, benefits, workers' compensation, employee relations, performance appraisals, and training.
* Supervises personnel involved in human resources operations, including recruiting, interviewing, and selecting employees; monitors and evaluates staff performance.
* Maintains and oversees all human resources records and files.
* Reviews and approves human resources-related changes.
* Approves and recommends training programs.
* Administers and updates the human resources policies and procedures manual, ensuring compliance with Federal, EEO, and other applicable guidelines.
* Conducts exit interviews.
* Manages employee benefits programs, including vendor selection and program administration.
* Oversees the job classification and compensation program, including developing job descriptions, classifying positions, and ensuring the City's pay plan remains competitive.
* Manages employment activities, including recruiting, interviewing, selecting, and orientation.
* Provides direction, interpretation, and counseling regarding policies and procedures for managers and employees.
* Operates a computer and other standard office equipment.

**DESIRABLE QUALIFICATIONS**

**Education and Experience**

* Bachelor's Degree in Human Resources, Business, or a related field from an accredited college or university.
* Seven years of progressively responsible experience in human resources, with supervisory experience.
* Any combination of education, training, and experience that provides the required knowledge and skills is acceptable.

**Certificates, Licenses, and Registrations**

* None required.

**KNOWLEDGE, SKILLS, AND ABILITIES**

* Thorough knowledge of human resources management practices, procedures, and operations.
* Knowledge of state and federal laws impacting human resources in local government.
* Proficiency in classification, pay, testing, and selection methodologies.
* Expertise in employee benefits and retirement programs.
* Familiarity with recordkeeping and filing techniques.
* Strong knowledge of City organizational structure, policies, and inter-relationships.
* Management and supervisory skills.
* Competency in computers, related software applications, and modern office practices.
* Knowledge of municipal budgeting procedures.
* Excellent interpersonal and communication skills, both oral and written.
* Ability to maintain confidentiality and enforce departmental policies.