



# Town of Springdale

## Job Description

<b>Title:</b> Administrative Support Clerk	<b>Code:</b> 111
<b>Division:</b> Administration	<b>Effective Date:</b> 06/2018
<b>Department:</b> Administration	<b>Last Revised:</b>

TOWN OF SPRINGDALE  
Full-Time Position Vacancy

### Administrative Support Clerk

The Town of Springdale is seeking a full-time Administrative Support Clerk to work in the Springdale Town Hall. Qualified applicants must be 18 years or older, have graduated from high school or have a G.E.D., have one (1) year of specialized training, and two (2) years of progressively responsible work experience directly related to administrative support duties as outlined in the job description. This position serves as the front desk point-of-contact and administrative support related to all Town services. Qualified applicants must possess a valid Utah driver's license and must be bondable.

#### Summary:

This position performs a variety of administrative support, customer service, and complex clerical duties as needed to help expedite day-to-day operations related to various Town departments. Duties include front-end customer service, phones, and receipting. The Administrative Support Clerk works under the supervision and direction of the Town Treasurer.

A complete job description, including essential functions and minimum requirements of the Administrative Support Clerk position is available on the Town's website:

<https://www.springdaletown.com/236/Employment-Opportunities.>)

#### Compensation:

Competitive compensation, consistent with training and experience, is offered. Anticipated hiring range is \$14.36/hour - \$17.95/hour (\$29,868-\$37,336/year) including a comprehensive benefits package.

#### Application Process:

Interested applicants should submit a Town employment application, resume, and cover letter to Dawn Brecke, Town of Springdale Human Resources, 118 Lion Blvd., P.O. Box 187, Springdale, UT 84767. Position will remain open until filled. First review of applicants will be Wednesday, July 11, 2018. Applications are available on the Town's website.

*The Town of Springdale is an equal opportunity employer and an alcohol and drug-free work place. The successful applicant will be required to submit to pre-hire drug testing and physical, and be a rated qualified driver after review of applicant's MVR per town policies.*

GENERAL PURPOSE

Performs a variety of **administrative support, customer service, and complex clerical duties** as needed to help expedite day-to-day operations related to various Town departments. Duties include front-end customer service, phones, and receipting. Serves as front desk point-of-contact and administrative support related to all Town services.

SUPERVISION RECEIVED

Works under the close to general supervision of the Town Treasurer

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS

**Customer Service:** Serves as initial point of contact for the public; responds to issues, questions, and problems posed by customers - in person, over the telephone, via email, and provides general information based on policy and past practice. Assists the public as needed with online parking citation payments and appeals. Creates and posts emergency and courtesy website alerts as needed; Helps maintain the online Community Calendar and converts to newsletter-ready version each month.

**Receipting:** Collects, receipts, and posts payments for various funds including utility payments, licenses, fees, and parking citations, in person, via mail or email; maintains internal control procedures and other established Town processes and policies; balances daily receipts, prepares and makes bank deposit.

**Dog Licensing:** Monitors and maintains Town Dog Licensing applications and renewals, collects fees, issues licenses, maintains files and related records.

**General Administrative Support:** Performs routine errands, i.e. Post Office, bank, etc.; opens and routes mail; assists in posting public notices; assists in print production and distribution of monthly newsletter.

Monitors Town Hall supplies and replenishes as necessary; orders office and other supplies for employees.

Assists with special events planning and logistics; attends special events as necessary in cash handling capacity.

Performs related duties as required.

MINIMUM QUALIFICATIONS

- 1. Education and Experience:
  - A. Graduation from high school, plus one (1) year of specialized training provided through college course work, professional organizations related to above duties, government workshops, seminars, and approved academic curriculum;
  - AND
  - B. Two (2) years of progressively responsible experience directly related to above duties.
  - OR
  - C. An equivalent combination of education and experience.

2. Knowledge, Skills, and Abilities:

**Working knowledge of** computers, accounting software, word processing and spreadsheet related software, i.e., Pelorus accounting software, Microsoft Office software suite; modern office practices and procedures; cash handling practices, and general accounting practices and principles; Utah Money Management Act; municipal government organization and operations; interpersonal communication skills and telephone etiquette; public relations; state and town codes and policies.

**Some knowledge of** the principles and practices of public administration for elected Council/Commission operations, organization, and work processes; personal computer based software programs that support this level of work, including but not limited to word processing, spreadsheet, presentation graphics, desktop publishing, web page editing, and data entry onto custom databases; sufficient math skills to perform financial and statistical record keeping; requires well-developed knowledge of proper English usage, grammar, spelling, and punctuation to prepare professional correspondence; well-developed human relations skills to work cooperatively with diverse teams as well as the public, exercising patience when dealing with internal and external customers and conveying administrative concepts.

**Some Skill** in cooperative problem solving; establishing and maintaining effective working relationships with State, Federal and other local authorities or agencies and the public.

**Ability to** communicate effectively; prepare spreadsheets, graphs, and charts; enter, import, and export data to and from databases; convey a positive image of the Town and its services and facilities. Develop and maintain productive work relationships with peers, staff, elected and appointed Town officials.

3. Special Qualifications:

Must be bondable to dollar limit prescribed by state statute. Must be or become a notary public. Must be able to demonstrate keyboard skills, with accuracy. Must possess a valid Utah driver's license.

4. Work Environment:

Typical office setting with typical climate controls. Task require a variety of physical activities such as walking, standing, stooping, sitting, reaching, not generally involving muscular strain. Job functions normally require talking, hearing, and seeing. Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking, and creative problem solving.

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**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I \_\_\_\_\_ have reviewed the above job description. Date: \_\_\_\_\_  
(Employee)