# City of Paullina
## Deputy Clerk Job Description

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**Job Summary**

The Deputy City Clerk plays a vital role in maintaining official records and documents for the city government. Provides administrative assistance and clerical support to the City Clerk by performing a wide range of complex, technical, accounting, customer service, and financial duties as they relate to the City Clerk's office.

**Duties**
1. Balances daily payments of checks, credit card, online payments, electronic deposits, and bank transfers to ledgers and generates daily receipt reports.
2. Assists with utility billing processes.
3. Receives a variety of requests for services, questions, comments and complaints via phone calls, emails, social media inquiries, walk-ins and distributes to appropriate personnel.
4. Utilizes social media to provide public information with text, images, and videos.
5. Maintains basic content management for City website including document & image submission.
6. Assists with processing & recording various legal documents, forms and correspondence such as agendas, minutes, public hearing and bid notices.
7. Assists with files, records and publishing ordinances and resolutions of the City Council and updates City Code books and other statutory policies.
8. Develops and maintains effective working relationships with City Staff, Elected Officials, Intergovernmental Groups, Residents, Businesses & Visitors.
9. Utilizes accounting software to enter claims and make payments by generating manual checks and electronic funds transfers.
10. Shall maintain confidentiality and security of all records and information.
11. Attend training opportunities.
12. Provide exceptional customer service to residents, businesses, and city officials.
13. Handle incoming calls and inquiries with professionalism and courtesy.

**Skills**
1. Proficient in filing and organizing documents
2. Strong customer service skills with excellent phone etiquette
3. Efficient in data entry to maintain accurate records
4. Ability to provide effective customer support in person and over the phone
5. Comfortable working with computerized systems for record-keeping purposes
6. Microsoft Excel for data analysis
7. Accurate data entry and filing abilities