

# Job Description

**Human Resource Use  
Only**

**Position Number:**  
**Step/Grade**  
**Effective Date: 02/2015**

## POSITION IDENTIFICATION

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**Position Title:** Administrative Support Specialist  
**Division:** Clerk/Treasury  
**Status:** Full-Time Non-Exempt  
**Normal Workweek:** Mon-Fri (7:30 a.m. – 4:30 p.m.)

## SUPERVISORY RELATIONSHIPS

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**Reports to:** Director of Administration  
**Directly Supervises:** None

## POSITION PURPOSE

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An Administrative Support Specialist performs a wide variety of clerical and data entry tasks; does related work as required. This is responsible and varied clerical work requiring the ability to master the skill in the operation of a variety of software programs. This position also acts as a Customer Service Clerk performing a variety of customer service skills. The work involves assisting the public with explanations and interpretations of City ordinances, policies and procedures, and handling complaints and questions. Employees in this position have frequent contact with the public by phone, e-mail, written correspondence, public meetings/events, and through counter duties. Employees in this position work independently. The work involves the exercise of judgment in the application of prescribed procedures and methods on routine matters. Although the specific duties of employees in this position allocated to this class vary, they are the same level of difficulty. The work environment is that of a collaborative and a “shared services” type which extends across traditional departmental boundaries.

## ESSENTIAL DUTIES

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- Perform customer service duties at counter regarding license applications, voter registration, changes of address, research special assessments and aid other departments by directing and/or assisting citizens and guests with their needs. Act as liaison between the public, city departments and the Common Council. Staff customer service desk as required.
- Process all payments via coding properly to assure proper accounting for revenues received through Treasury including, property taxes, special assessments, utility bills, licenses, and state payments.
- Reconcile and prepare deposit for daily collections.
- Perform notary public service as required.
- Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Calculate special assessments from DPI maps and generate invoices, review delayed special assessment agreements, review certified survey maps and lot splits for possible

special assessment adjustments. Research special assessment requests and bankruptcy searches and prepares letters.

- Assist individuals using the kiosk to enroll in programs, complete applications, make payments and access the City's website.
- Issue licenses including alcohol, taxicabs, taxicab drivers, operators, cigarette, direct purchaser/seller, pawnbroker, weights & measures, and other licenses and permits.
- Answers phones, greets customers, and provides customer service assistance involving a variety of city services, including voting, public meetings, City ordinances and other miscellaneous information. Refers customer to proper department or outside agency.
- Perform various election duties through the State's voter registration system including: managing HAVA checks, death matching, felon matching, duplicate voter matching, voter transfers, maintaining voter records, processing voter registrations, data quality tasks, voter address validation through mapping, configuring and printing poll books, handling incomplete voter registrations, reconciling voter participation, managing the absentee voting process and ballots, managing Military and Overseas Voters through MyVoteWisconsin and processing the four year voter record maintenance, arranging for nursing home voting, all of which require good time management to meet the deadlines set by the GAB.
- Prepare various reports including licenses, EEOC and Tax Exempt Properties. Process Accounts Payable and Accounts Receivable
- Sort all incoming mail to appropriate departments.
- Distribute material for Common Council meetings. Attend Council meeting in the absence of the Deputy Clerk assisting with Granicus and taking notes, preparing Council proceedings and assisting with Council correspondence when deputy is busy or absent, as necessary.
- Maintain permanent record of the City of Manitowoc ordinances, mailing out revisions, distributing current ordinances to all City departments, as they are adopted, and keeping a record of distribution.
- Create agendas and post meeting notices as directed and send notices to newspaper, staff and others. Maintain calendar of public meeting notices, updating meetings and announcements on Cable Channel 4 and website.
- Maintain mobile home ownership records and send tax notice annually.
- Maintain record of all legal notices published including the election records.
- Prepare cemetery deeds and certificates for perpetual care; prepare vouchers for Board of Public Works payments, and other payments including cemetery lots purchased by the City.
- Operates office equipment including copy machine, computer, calculator, facsimile machine, multi-line phone system and credit card reader.
- Assist other departments when needed.
- Maintain Fleet List spreadsheet, add or delete vehicles and equipment from insurance policies and process vehicle registrations, title changes and license plates.
- Maintain assessment roll record for Real Manufacturing and Personal Property Manufacturing. Create new parcels in city's tax system and make changes as required.
- Maintain Insurance Certificates for contracts, special events, sidewalk privilege agreements, etc.

## **OTHER DUTIES**

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Perform other related duties as assigned.

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## **MINIMUM POSITION QUALIFICATIONS**

- Education:** High School degree or equivalent with business school training highly desirable.
- Experience:** Equivalent combination of experience and training which provides the required knowledge, skills and abilities.
- Certifications/Licenses:** None required.
- Other Requirements:** Working knowledge of office terminology, procedures and equipment and of business arithmetic and English; experience with computers, and particularly word processing and spreadsheet programs; ability to understand and follow complex oral and written instructions; records; ability to type accurately and at a reasonable speed; ability to take notes in shorthand or notehand and transcribe same; organizational skills; ability to make minor decisions in accordance with laws; regulations and established policies; clerical aptitude; good judgment; tact and courtesy

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## **KNOWLEDGE, SKILLS, & ABILITIES**

This position must possess the ability to communicate effectively with department staff; clearly explain department procedures to members of the public; perform calculations of addition, subtraction, multiplication, division, and the ability to assess and handle situations with irate customers in a calm manner by exercising good judgment, decisiveness, tact and courtesy. Knowledge and proficiency with Microsoft Office applications required. This position must also possess professional communication skills and the ability to interpret laws, regulations and policies in relation to the needs of the organization. Must be able to obtain Notary Public designation.

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## **BACKGROUND CHECKS- Condition of Employment**

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## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Manual Dexterity:** Work requires definite skilled and accurate physical operations requiring some closely coordinated performance. While performing the duties of this job, the employee is regularly required to coordinate hands, eyes, feet and limbs in performing semi-skilled movements such as operation of a computer keyboard, telephone, calculator and transcription equipment. Must be able to tolerate the frequent repetitive motion required in typing.
- Physical Effort:** Work requires handling average weight materials or equipment, but not for sustained periods. The employee is occasionally required to exert light to medium physical effort in sedentary and light to medium work involving lifting, carrying, pushing, walking, standing, reaching with hands and arms, climbing, balancing, stooping, kneeling, crouching and

crawling. The employee must be able to stand and/or sit at the counter for prolonged periods of time. The employee must occasionally lift and/or move up to 25 pounds. Specifically vision abilities required include close vision, and ability to adjust focus.

**Working Conditions:** The noise level in the work environment is moderately quiet. The work environment is normally indoors with controlled climate conditions. Occasionally the employee may be required to be outdoors for a short period of time, and therefore subject to varying weather conditions, for purposes of accomplishing the essential functions of this job.

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This position description has been prepared to define the general duties of the position, provide examples of work and to detail the required knowledge, skills and abilities as well as the acceptable experience and training for the position. The description is not intended to limit or modify the right of any supervisor to assign, direct, and control the duties of employees under supervision. The City of Manitowoc retains and reserves any and all rights to change, modify, amend, add to or delete from any portion of this description in its sole judgment.

This job description is not a contract for employment.

The City of Manitowoc is an equal opportunity employer, in compliance with the Americans with Disabilities Act. The City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.