

RESOLUTION 2023 - 71

VILLAGE OF MUKWONAGO, WISCONSIN DEPUTY CLERK / COMMUNITY & ECONOMIC DEVELOPMENT Position Description

Title: Deputy Clerk/Community & Economic Development **Status:** Full-Time Wage, Grade2
Department: Clerk-Treasurer **Revision Date:** December 6, 2023
Reports to: Clerk-Treasurer **Adoption Date:** December 20, 2023

- I. **PRIMARY FUNCTION.** Provide clerical and process support to Village Hall through the Village Clerk-Treasurer's Office and be the first contact for Building Inspection & Community & Economic Development related information. Assignments are generally recurring in nature, but the employee is expected to exercise judgment in dealing with unusual circumstances. This is considered a confidential position.
- II. **ESSENTIAL DUTIES AND RESPONSIBILITIES.** The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

DEPUTY CLERK DUTIES

- Engage with the public, addressing inquiries and referring matters to appropriate departments when necessary.
- Serve as a complaint ombudsman, ensuring the distribution of complaints to relevant departments for resolution.
- Assist managing incoming mail for distribution.
- Assist with Tax Collections, Operator Licensing, and Dog Licensing
- Assist with associated Public Records requests as necessary.
- Handle special assessment inquiries, prepare requested letters as necessary
- Assist Utility Billing Clerk in processing Utility Bill Collections, inquiries, or complaints as able, folding and stuffing quarterly billing statements.
- Perform cash receipt functions as necessary when residents make payments either by drop box, in person, or electronically.
- Assist Deputy Clerk-Treasurer in coordinating community room rentals, park rentals as necessary.
- Offer Notary Services
- Efficiently file documents manually and utilizing the electronic depository.
- Assist Village Hall offices with various records, reports, letters, and other clerical support as necessary.
- Provide Village Clerk-Treasurer's office with support for Election Day, Absentee Balloting, and maintenance of the Statewide Voter Registration system.

COMMUNITY AND ECONOMIC DEVELOPMENT SUPPORT

- Provide clerical support to the building inspectors, planning and zoning administrator.
- Assist walk-in customers with permit questions or support with the electronic permitting software.

- Assist building inspectors schedule inspections, log inspections, reports and complete permitting processes.
- Assist monitoring permit information for reporting purposes, receipt permit payments, and file permits as necessary.
- Assist the zoning administrator and/or building inspectors with GIS property documentation.
- Assist the Assessor's office as required.
- Prepare Occupancy reports and provide to associated departments.

III. EDUCATION, LICENSURE/CERTIFICATION AND EXPERIENCE. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and abilities required.

- A. High School diploma or GED
- B. Any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.
- C. Knowledge of office procedures and terminology; skill in the operation of electronic typewriters, calculators, electronic cash register, copy machine, and computer data entry.
- D. Ability to obtain Wisconsin Notary Public
- E. Desire to pursue educational opportunities to enhance skills as opportunities arise.

IV. ESSENTIAL SKILLS OF THE JOB

- A. Ability to instruct and train other staff.
- B. Ability to utilize computer programs and equipment, and willingness to learn new programs
- C. Ability to communicate effectively orally and in writing.
- D. Ability to multi-task and problem solve.

V. WORK ENVIRONMENT. The work environment characteristics are reflective of the responsibilities as described in the major duties and responsibilities. Work is performed in an office environment. Contact with staff, other Village employees, public and governmental agencies are required.

VI. AMERICANS WITH DISABILITIES ACT (ADA) ESSENTIAL ELEMENTS AND QUALIFICATIONS.

- A. Must be able to sit, stand, bend, walk and climb with or without back support.
- B. Able to lift up to 25 pounds.
- C. Must have dexterity and hand/eye coordination necessary to operate computer keyboard and other office equipment.
- D. Hearing activities requires the ability to participate in numerous conversations throughout the workday both in person and over the telephone.
- E. Must be able to work with file cabinets that are 5'8" in height and cabinet drawers that have a depth of 24."

VII. ADDITIONAL REQUIREMENTS.

- A. Compliance with the conditions of employment as stated in the Village of Mukwonago Employee Handbook.

- B. Must keep current with new computer technology which would benefit the Village and its residents.
 - C. Implement the policy directives of the Village Board.
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The Village of Mukwonago is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Village will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Adopted by the Village Board this December 20, 2023.


Fred H. Winchowky, Village President


Diana Dykstra, Village Clerk-Treasurer

Attest:

