



CITY OF LAKE GENEVA JOB DESCRIPTION

TITLE:	Counter Clerk	REPORTS TO:	City Clerk
DEPARTMENT:	Clerk's Office	POSITIONS SUPERVISED:	None
STATUS:	Part-Time (20 hours)	UNION:	None
HOURLY WAGE:	\$19.1087 (Grade 7)	DATE APPROVED/AMENDED:	May 5, 2021

The following job description duties are illustrative, and the person holding the position may be required to perform other duties of a similar nature or otherwise related to the position.

GENERAL DEFINITION OF WORK

Performs intermediate administrative support work answering telephones, assisting citizens at the front counter, answering and researching inquiries, assisting Clerk's office with licensing, permits and election duties, and related work as apparent or assigned. Work is performed under the direct supervision of the City Clerk.

POSITION SUMMARY

The Counter Clerk's primary role is to assist the Clerk's Office in an accurate and precise manner as well as to provide excellent customer service through a number of front counter tasks. This position also provides support in all other related areas, including following instructions in order to ensure effective accomplishment of City objectives.

ESSENTIAL FUNCTIONS:

1. Answer phone, greet visitors, handle front counter inquiries, respond to requests and complaints, forward visitors and callers to appropriate party for disposition
2. Issue beach passes, parking stickers, work permits, dog/cat licenses, and process corresponding payments
3. Assist with parking issues regarding payments, parking rules, parking stall/lot location, and troubleshooting phone calls regarding kiosks
4. Aid in the collection and processing of payments for parking violations
5. Aid in processing of parking citation appeals
6. Assist Clerk's Office by issuing license/permit renewals, transcribing minutes, posting agendas, and maintaining website content
7. Utilize City collection agency to manage City owed debt prior to license/permit issuance
8. Answer inquiries regarding parks and amenities and assist with rental process

9. Election related duties involving data entry of voter registration and absentee ballot processing; including working on Election days
10. Scan and organize documents in Laserfiche Software
11. Manage City's Electronic Calendar Board
12. Aid in the collection and posting of Municipal Property Taxes
13. Filing of documentation for the Clerk and Finance Office; Utilizing the City of Lake Geneva records retention schedule
14. Provide backup for full-time Counter Clerk, Parking Clerk, and Assistant City Clerk
15. Other duties as assigned

SPECIAL REQUIREMENTS & SKILLS

- General Knowledge of:
 - Accounting/Bookkeeping terminology, methods and procedures
 - Standard and special office procedures, practices and equipment
 - Writing and report preparation
 - Computer knowledge including MS Word and Excel
 - Must train and become a certified user of the WisVote System (Statewide Voter Registration and Election Database)
- Ability to:
 - Learn, interpret, and apply departmental policies and procedures
 - Understand and follow oral and written directions
 - Establish and follow work procedures
 - Perform mathematical computations
 - Use skill in using a variety of office machines and computer equipment and typing ability
 - Maintain confidentiality of information
 - Establish and maintain effective working relationships with those contacted in the course of work
 - Work independently in the absence of supervision
 - Provide excellent customer service

PHYSICAL REQUIREMENTS

The work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing, and occasionally requires standing, walking, stooping, kneeling, crouching or crawling and reaching with hands and arms; work requires preparing and analyzing written or computer data; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

QUALIFICATIONS

At least 18 years old

Minimum of a high school diploma or GED
Associates degree and/or related clerical experience is preferred
Valid driver's license