

City of Manzanita, Oregon

Position Description

Job Title: Municipal Court and Water Utility Clerk

FLSA: Non-Exempt

Supervisor: City Manager

Type: Full-Time

Department: Administration

General Statement of Responsibilities

Performs varied clerical work relative to the activities of the Municipal Court and water utility billing system. Performs front office customer service and general office support tasks.

Supervision Received

Works under the supervision of the City Manager. Receives lead direction from the Municipal Court Judge and/or Public Works Director, depending on assignment.

Supervision Exercised

Supervision of others is not a typical function assigned to this position. May provide training and orientation to newly assigned personnel, and may assign work to temporary workers.

Examples of Duties - Essential Functions

1. Receives, reviews, and receipts incoming citations, pleas, fines, correspondence, and violation bureau forms, documents, and fees. Maintains court records, computer system, and docket; enters citations and charges.
2. Prepares and delivers a variety of correspondence including trial setting mailings, adjudication letters, and failure to appear notices.
3. Prepares various documents related to court proceedings including court docket sheets, money judgments, court slips, diversion forms, abeyance and compliance agreements, and payment plans.
4. Submits judgment information to DMV including suspensions, convictions, reinstatements, and vacated judgments.
5. Monitors payment plans, sends demand letters, and submits information to collection agencies and/or department of revenue as appropriate.
6. Compiles court related data, statistics and information for reports and presentations as required/requested.
7. Accepts and processes utility, court, and miscellaneous payments. Balances cash drawer daily, prepares bank deposit, and reconciles accounts.
8. Processes meter changes, address and account updates, and disconnects. Proofs meter reads, reviews adjustment requests, and prepares work orders for public works department follow up.

9. Answers customer questions and requests for service related to water billing, leaks and usage issues. Accepts and processes applications for service connections.
10. Answers telephones, transfers calls, receives walk-in customers at the front counter, and answers questions about general City business and utility accounts.
11. Files, makes copies, prepares incoming and outgoing mail, and performs other general office duties.
12. Follows all safety rules and procedures for work areas.
13. Maintains effective and cooperative working relationships with those encountered in the performance of duties including employees, elected officials, other organizations, and the public.
14. Performs other related duties as assigned.

Screening Criteria

Education and Experience:

- A High School Diploma, or equivalent, supplemented by additional training or coursework in municipal court administration;
- AND Two years of general office/customer service experience including at least one year as municipal court clerk or legal assistant;
- OR any satisfactory equivalent combination of education and experience which ensures the ability to perform the essential functions of the position.
- An Associate's Degree is preferred.

Special Requirements/Licenses: A valid Oregon driver's license and proof of an acceptable driving record may be required. LEADS certification required within 90 days of hire.

Knowledge of: Broad knowledge of municipal court processes and courtroom procedures. Knowledge of state, federal, and local laws, rules, and procedures related to assigned areas of responsibility. Knowledge of basic accounting/bookkeeping principles, procedures, and practices. Knowledge of general office procedures and practices; business English, spelling, and punctuation; and personal computer applications in a Windows environment including spreadsheets, database management, and word processing.

Skills: Strong computer skills, preferably in Microsoft Office Suite® products. Verbal and written communication skills. Interpersonal skills. Excellent customer service skills, including skill to diffuse tense and/or stressful interactions. Strong organizational skills. Skill in performing bookkeeping functions/calculations and preparing reports.

Ability to: Ability accurately enter information into computer database systems. Ability to follow oral and written instructions; prioritize tasks/workloads; complete assigned tasks with little functional oversight; and meet deadlines. Ability to establish and maintain effective working relationships with those encountered in the course of work. Ability to maintain a high degree of discretion when dealing with confidential information. Ability to communicate effectively, both orally and in writing, using proper grammar and spelling in the English

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language. Ability to pass a criminal background check. Ability to meet the physical demands of the position.

Physical Demands of Position: *The physical demands listed below represent those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions.*

While performing the duties of this position, the employee is frequently required to stand, walk, reach, bend, kneel, stoop, twist, crouch, climb, balance, see, talk, hear, and manipulate objects. The position requires mobility including the ability to frequently lift or move materials up to 5 pounds, occasionally move material up to 25 pounds, and rarely move material over 25 pounds. Manual dexterity and coordination are required for over half of the daily work period which is spent while operating office equipment such as computers, keyboards, 10-key, telephones and other standard office equipment. This position requires both verbal and written communication abilities.

Working Conditions: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this position, the employee is primarily working indoors in an office environment. The employee is not exposed to hazardous conditions. The noise level in the work environment is usually moderate and lighting is adequate.

SIGNATURES:

This document has been reviewed by the Supervisor and the Incumbent. I understand that this document is intended to describe the most significant essential and auxiliary duties performed by the job/position for illustration purposes, but does not include other occasional work, which may be similar, related to, or a logical assignment for the position. This job/position description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.

Incumbent Name	Incumbent Signature	Date
Supervisor Name	Supervisor Signature	Date

Date Revised: March 2018

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