

**The City of Buffalo is accepting applications for a DEPUTY CITY CLERK. This Full-time position provides administrative support to the City Clerk and represents the City in direct contact with citizens on a daily basis. Successful candidates will have excellent communications skills, attention to detail, the ability to multi-task and meet deadlines. Experience in accounting or government office is preferred. Please submit resume to City Hall, PO Box 557, Buffalo, IA 52728 or email to [buffalocityhall@mchsi.com](mailto:buffalocityhall@mchsi.com)**

Below is a list of duties that may be required of the position.

Customer Service:

1. Initial answering of the telephone, respond to messages, or forward to the appropriate person.
2. Collect mail from the post office, open mail, route mail to the appropriate person and respond to mail if needed.
3. Wait on customers, provide information and respond to customers' email inquiries or route them to the appropriate person.
4. Respond to posts on social media, answering questions and providing accurate information. Enforce the City's Social Media Policy.

Communication:

1. Keep City Clerk and Mayor and other staff informed of current issues. Including performing research and sending correspondence.
2. Receive formal complaints and forward to the appropriate person.
3. Proof read and edit documents as needed.
4. Compose letters and reports as needed.

Workload:

1. Prepare meeting packets for City Council and other meetings as may be required. This includes scheduling some meetings, compiling the agenda with input, converting all documents to electronic format, placing the packet on the web for access, and notifying the City Council, Mayor, board members, and staff that the packet is ready for viewing.
2. Post or publish public notices as required. Examples are: agendas, public hearing notices, ordinances, and others as needed.
3. Attend City Council meetings and other meetings and prepare minutes.
4. Review and enter time for employees into the payroll system. Filing state, federal, and other monthly reports as needed in relation to payroll.
5. Process all aspects of utility billing including loading remote utility billing reader with route information and providing accurate information for Public Works to read meters. Input any customer changes or billing information. Receive customer payments at the counter, process credit card payments, and report those that are delinquent. Prepare a monthly reconciliation of utility billing.
6. Accept all other payments at the window and process paperwork with those payments accordingly.
7. Order or purchase city supplies as needed.
8. Operate all office equipment: phone, copier, printer, fax, computers, and more. Some of the software used: Word, Excel, Publisher, Power Point, Outlook, Windows, Internet Explorer, Summit, See that the computer information is backed up and secure.
9. Attend training sessions to keep current with regulations and software. Recommend training for city clerk's office staff.

**QUALIFICATIONS:**

- A. Education – High School Graduate or equivalent required. Some college with office or accounting emphasis or Iowa's Municipal Professional's Institute and Academy training preferred.
- B. Experience – Experience in an office environment required, with governmental office experience, payroll experience, accounts payable, accounts receivable, Microsoft Office preferred.
- C. License/Certifications/Endorsements – Must hold a valid driver's license. Must be bondable. Must be a Notary of Public
- D. Special Abilities - Must have good organizational skills; must be a self-starter; have good communication skills to interact with staff, elected officials, and citizens; and the ability to manage numerous processes at the same time.
- E. Physical Requirements – Must be able to lift objects weighing in excess of 50 pounds on an occasional basis and carry, push or pull them up to 10 feet unassisted; must be able to stand, sit, listen, and watch for extended periods of time.
- F. Mental Requirements – Must have the ability to prioritize, plan and schedule a variety of maintenance related activities in accordance with established deadlines; must be capable of performing under moderately to highly stressful conditions created by the need to provide accurate solutions to problems and meet citizen's expectations under time deadlines.