

DEPARTMENT: Clerk

REPORTS TO: Clerk

GENERAL STATEMENT OF DUTIES

Under the direct supervision of the Deputy Clerk, an employee in this classification performs a variety of administrative and clerical support functions within the Clerk’s Office. The position provides daily operational support for Clerk’s Office activities, including elections administration, records management, cemetery records, and the intake and processing of applications. The employee is expected to exercise sound judgment, maintain confidentiality, and provide professional customer service in a fast-paced public environment.

ESSENTIAL JOB FUNCTIONS

An employee in this classification may be assigned a variety of duties, including, but not limited to, the following:

Customer Service & Front-Counter Operations

- Provide professional and courteous customer service at the public counter by assisting residents, responding to inquiries, and directing individuals to appropriate departments or resources.
- Accept, review, and process permit, license, and other applications for completeness and compliance with applicable requirements.
- Process fees in accordance with established procedures.
- Answer telephones and respond to general inquiries from the public and internal staff.

Elections Administration

- Assist in the administration of municipal, state, and federal elections, including preparation, execution, and post-election activities.
- Maintain the Qualified Voter File (QVF) and ensure accuracy of voter records.
- Participate in required election training and continuing education programs.

Records & Information Management

- Maintain, process, and safeguard sensitive and confidential information in accordance with applicable laws, policies, and privacy standards.
- Scan, index, file, and retrieve records using document management systems, including Laserfiche.
- Maintain organized digital and physical filing systems in compliance with record retention schedules, including State of Michigan GS25 requirements.
- Coordinate and manage off-site records storage.

Administrative Support

- Process Clerk's Office applications, including public show, solicitation, and other licenses as required by ordinance.
- Prepare, proofread, and process correspondence, reports, and standard documents.
- Process outgoing mail and distribute incoming deliveries.
- Perform duties as a Notary Public, as applicable.
- Accurately record, summarize, and prepare meeting minutes as assigned.
- Perform general clerical duties in support of office operations.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS

- High school diploma or GED equivalent.
- Two (2) or more years of customer service experience in an office or municipal environment.
- Strong organizational skills with the ability to prioritize tasks and manage multiple assignments.
- Excellent oral, written, and interpersonal communication skills.
- Ability to prepare, review, and proofread correspondence, reports, and standardized documents.
- Ability to maintain accuracy and attention to detail in records and documentation.
- Ability to work effectively under pressure in a high-volume, public-facing environment.
- Must be available to work overtime, including evenings and weekends, as required for election operations.
- Must successfully complete all required election training and certification.
- Proficiency in Microsoft Office applications, including Word, Excel, and Outlook.

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of municipal government operations and Clerk's Office functions.
- Knowledge of applicable federal, state, and local laws, ordinances, and regulations, particularly those related to elections and records management.
- Knowledge of the Qualified Voter File (QVF) and election procedures.
- Knowledge of records retention standards, including State of Michigan GS25.
- Proficiency in document management systems, including Laserfiche.
- Skill in operating standard office equipment, including mail processing systems (e.g., Pitney Bowes).
- Ability to handle sensitive and confidential information with discretion and professionalism.
- Ability to work independently and collaboratively in a team environment.

WORKING CONDITIONS AND 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.
- While performing the duties of this job, the employee is regularly required to use hands and fingers to handle, feel or operate office equipment and controls, and reach with hands and arms. The employee frequently is required to stand and talk or hear. The employee is regularly required to walk, sit, climb or balance; stoop, kneel, and crouch.
- The employee must regularly lift and/or move up to 25 pounds and occasionally lift and /or move up to 35 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.