

CITY OF RICHMOND
JOB DESCRIPTION
CITY CLERK/HUMAN RESOURCE ASSISTANT

Supervised By: Serves at the pleasure of the City Manager. Appointed by the City Manager with confirmation of the City Council.

Supervises: All election employees and other staff as assigned

Position Summary:

Under the general direction of the City Manager, serves as Clerk of the City Council. Administers elections and oaths of office, oversees the registration of voters, and serves as official custodian of all City records and documents. Coordinates a range of administrative services and front office operations including human resources, customer service, official City records, documents, ordinances, and other high-level administrative duties.

Essential Job Functions of the City Clerk:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Plans, organizes, and directs all aspects of department operations including personnel, budgeting, and general administration. Develops, recommends and implements policies and procedures, internal controls, and goals and objectives in accordance with department needs, City directives, and legal requirements.
2. Serves as the Clerk to the City Council. Attends meetings, prepares agendas and packets, records and prepares official meeting minutes, and assures legal notices are published. Prepares and edits resolutions, proclamations, ordinances, and other official documents. Prepares and publishes all official notices and otherwise ensures proper dissemination of council actions and activities.
3. With the assistance of the Public Service Director, Cemetery Sexton and Utility Billing Clerk, oversees lot sales, scheduling burials/foundations, knowledge of available lots and general questions regarding the City Cemetery. Responsible for the physical record cards and online records.
4. Serves as Clerk to the Board of Zoning Appeals, Planning Commission, Personnel Board and Tax Increment Finance Authority. Attends meetings, takes minutes, prepares agendas and packets.
5. Administers all elections held in the City in accordance with Federal, State, and local laws. Prepares legal notices, issues absentee ballots, and forwards returns to the County Clerk. Hires, trains, supervises, and schedules election workers. Maintains election equipment and coordinates the set up and tear down of voting equipment.
6. Oversees the registration of voters, the preparation of voter identification cards, and the maintenance of voter records. Coordinates voter record information with other agencies.

7. Serves as official custodian for the safekeeping and management of the City seal and all City records, documents, and ordinances. Administers oaths of office, and certifies, signs, and records official documents. Oversees the codification of ordinances. Maintains comprehensive record keeping system for all official City documents. Serves as Notary Public.
8. Develops and administers departmental budget including Clerk, Elections, City Council and Legal. Monitors the budgets throughout the fiscal year and oversees department purchases.
9. Processes liability insurance claims. Prepares any required reports or applications. Assists residents in submitting claims against the City to the City's insurance carrier.
10. Responds to public inquiries and investigates complaints. Establishes and maintains effective relationships with other departments, citizens, City officials, employees, and others.
11. In cooperation with the Building Clerk, Chief of Police/Public Safety Director and City Planner, investigates code of ordinance complaints submitted by the public and turns them over to the appropriate team member. With the assistance of the City Manager develops the City's response to all complaints.
12. Keeps abreast of modern developments, evolving issues, and changing legislation and policies in public administration and records management through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.
13. Performs the duties of the front office staff as operational needs demand. Issues permits, receives payments, and answers phones.
14. Performs other duties as assigned.

Essential Job Functions of the Human Resources Assistant:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

15. Serves as the City's Human Resources Assistant to the City Manager. Maintains a printed and electronic copy of all union contracts and the Non-Affiliated Personnel Policies. Assists the City Manager in his/her preparation for contract negotiations. Provides research into grievances filed and assists with the drafting of answers to grievances with the assistance of the City Manager.
16. Processes and maintains injury reports including Workers' Comp claims. Compiles annual reports. Helps employees with providing necessary forms to their physicians.
17. Maintains other "personnel" related policies of the City. Assists the City Manager in the development of city policies related to new developments in the workplace.
18. Maintains a working knowledge of all City employee benefits and insurance programs including health, retirement, disability, worker's compensation, unemployment., in order to aid employees

with questions regarding such benefits. Maintains copies of benefits at a glance or benefit explanations of all City health, vision and dental insurance.

19. Assists the City Manager in coordinating benefits and insurance programs including health, retirement, disability, worker's compensation, unemployment. Helps employees with troubleshooting issues.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- An Associate's degree in business administration or a related field preferred. A combination of education and experience may be considered.
- Five or more years of progressively more responsible experience as an administrative professional, deputy clerk, office manager, or related field is required. Prior experience in a municipal setting preferred.
- Certified Municipal Clerk (CMC) or the ability to achieve certification within a reasonable time frame is required.
- Certification as a Notary Public or the ability to become a notary public is required.
- Thorough knowledge of City services, organizational structure, and general municipal operations to effectively direct and assist the public.
- Thorough knowledge of the City Charter and official City policies, the rules of public meetings conduct, and the laws and ordinances governing open meetings, record keeping, and public information.
- Knowledge of the principles, practices, and techniques of public personnel administration, including benefits administration.
- Knowledge of general office operations and clerical procedures and practices.
- Skill in taking minutes, compiling and evaluating data and information, and preparing clear and accurate reports.
- Skill in the use of office equipment and technology, including computers, specialized financial systems, and other related software, and the ability to master new technologies.
- Skill in responding to public inquiries and internal requests with a high degree of diplomacy and professionalism.

- Skill in maintaining and updating complex records and maintaining complex record keeping and document retention systems.
- Ability to effectively train, lead, and motivate employees, and supervise and evaluate the work of others.
- Ability to communicate effectively and present ideas and concepts orally and in writing, and make presentations in the public forum.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with employees, City officials, professional contacts, the media, and the public.
- Ability to exercise a high degree of diplomacy and work effectively under stress in contentious or confrontational situations.
- Ability to critically assess situations, problem-solve, and work within deadlines and changes in work priorities.
- Ability to attend meetings outside of normal business hours and travel to other locations.

Physical Requirements and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the 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 regularly works in an office setting with a controlled climate where they sit and work on a computer, communicate by telephone, email or in person, and move around the office. The noise level in the work environment is usually quiet.

Approved by the City Council on April 4, 2022