

Town of Dagsboro Delaware

Job Title:	TOWN CLERK	Position Type:	Full Time
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Job Description

ROLE AND RESPONSIBILITIES

Daily

- Turn on the computers & the copier, take phone off night service, change the sign on the front door. Check the voicemail & fax and unlock the filing cabinet.
- Nightly put phones on night, copier on energy save, shut down the computers. change the sign on the door, lock the filing cabinet and shut out the lights.
- Greet walk-in visitors. Answer any questions they may have. Schedule meetings with the Town Administrator.
- Assist customers with building permits, water bills, property taxes, business licenses, sign permits, faxes, copies, and new business information packets.
- Answer phones for Town Hall and Police Department. Take and forward detailed messages to their recipients. Transfer to phones as needed. Answer caller's questions; if you don't know the answer, take their information so you can find out the answer and get back to them.
- Keep copier, fax and printers fully stocked with paper.
- Deliver, retrieve and disperse mail.
- Process property tax and water bill requests for banks and realtors. They must email or fax a request form and then we return the information to the requestor.
- Fill out water account change forms.
- Receive water payments. Put the account number on the check and put it in the bank bag. Always give a receipt for cash payments.
- Collect property tax payments and put in the pending taxes bag.
- Type correspondence, make copies, maintain files and make calls as requested by the Town Administrator.

Weekly

- Maintain the water and property files.

Monthly

- Upload agendas to Facebook and the website, and post the agendas on the door.
- Mail out the water bills and past due/disconnect notices.
- Update the public board for new events and flyers.

Quarterly

- Distribute code book updates.

Annually

- Prepare and mail gross rental receipts, tax bills, business license renewals and annual consumer water report..
- Assist Auditors during annual audit and provide all documentation as requested

As Needed

- Maintain website and Facebook with events and notices as directed.
- Upload documents to General Code online.
- Clean out old files per Records Retention Policy. Scan and shred old documents.
- Assist with Town events.
- Get quotes from our vendors to determine we are getting the best price.
- Organize and maintain the storage closet.

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SKILLS AND QUALITIES REQUIRED

- Typing and Data Entry
- Record keeping
- Use of basic office equipment (computer, copier, fax, multi-line phone)
- Ability to process dictation
- Excellent customer service
- Must work well with others/personable/good attitude.
- Ability to self-guide, prioritize, and multi-task

SKILLS ACQUIRED IN POSITION

- Learn the State and Local election processes.
- Become familiar with Town codes, zoning districts, and requirements for zoning districts.
- Become familiar with building permits and the process of issuing them.
- Become familiar with Town meetings and rules of order.
- Learn the water accounting system to assist clients with questions on their water bills and updating their accounts.
- Learn OpenGov to provide clients with water, property tax and business license information.
- Crosstrain with Finance Clerk; accounting basic skills are needed as well a basic knowledge on the use of QuickBooks.