



# Administrative Services Lead

Class Code:  
110-2 (CC-3)

Bargaining Unit: Non-union Non-Exempt

CITY OF APPLETON  
Revision Date: September, 2022

## SALARY RANGE

\$21.66 - \$32.50 Hourly  
\$45,052.80 - \$67,600.00 Annually

## NATURE OF WORK:

Work involves assisting the City Clerk in carrying out all functions of the office and performing administrative responsibilities in a prompt, efficient, and lawful manner. The Administrative Services Lead will also serve as the Deputy City Clerk and will act as City Clerk in the event of their absence. Work requires the exercise of initiative, independent judgment, and discretion in handling delegated administrative details and the performance of various clerical duties. Work is reviewed in a general manner on the basis of results obtained with limited supervision. Work requires a high attention to detail and meeting stringent legal and procedural deadlines. Decision making is based on the office staff as a whole and impact to other departments vs. independent position.

This position is distinguished from other administrative positions by the incumbent's need to maintain confidentiality along with the application of in-depth knowledge of legal requirements, problem solving processes and procedures necessary to support the functions and operations of the Clerk's Office.

## JOB FUNCTIONS:

### ESSENTIAL JOB FUNCTIONS

- Assist the City Clerk in prioritizing of job responsibilities to meet deadlines.
- Schedule daily office coverage to ensure effective operations and to minimize overtime.
- Provide effective direction, instruction and guidance regarding workload priorities.
- Use excellent customer service skills; establish and maintain effective working relationships with other employees, officials, and members of the general public.
- Monitor and oversee expenditures of the City Clerk's budget, utilizing Tyler Munis and related programs, excluding the Administration budget.
- Assist in charge backs for inter-department billing.
- Coordinate election, license related and other information to update and maintain on the City Clerk web page.
- Administrator for Granicus recording and Legistar agenda/minute management system including training and system set-up; coordinating with other departments for agenda/minute creation, troubleshooting and assistance as necessary.
- Coordinate with City Clerk to create, draft and finalize City Council meeting agenda, coordinate assembly of meeting packets to City Council members, City departments and the public.
- Create notices and arrange for official publication and posting of notices regarding City meetings and public hearings; distribute follow ups on Council actions and directions to staff; distribute and file documents following Council action.
- Finalize and maintain record of resolutions, ordinances and minutes pursuant to Wis.Stats., and arrange respective signatures.

- Assist City Clerk in organizing and administering the filing of campaign financing statements and reporting; monitor and review filings to ensure they are complete and in compliance.
- Assist the City Clerk and Elections Clerk in conducting City elections; assist in performing pre-election support functions including instructions to candidates and candidate requirements.
- Conduct election activity - including election tasks in WisVote such as voter registration, absentee ballot requests/processing, address validation, e-poll book set-up, poll book printing, and results entry; create and publish respective notices; test equipment, prepare election supplies/forms; and certify results as required in absence of the City Clerk.
- Coordinate and oversee the activities in the Mail/Copy Center and operate all equipment in the mail/copy center.
- Provide information by telephone, email, fax or in writing to department, council members, the media and the general public relating to all types of City documents and processes.
- Promptly and accurately process amendments/changes/corrections to agendas, minutes and reports.
- Custodian of records providing document retrieval and research
- Assist the City Clerk in updating the Official City Directory.
- Assist with budget preparation for the City Clerk office.
- Act for the City Clerk in that individual's absence.
- Process Tax Exempt forms and file summary with the State.
- Process Corporate Boundary Map and send for recording in each County.
- Create and process legal publication of all City documents requiring publication. Advise City staff on publication requirements and assist with preparation of documents.
- Provides back up support to the City Clerk, City Council and all other administrative staff – able to provide back up for staff in other departments regarding meeting agendas, minutes and videos.
- Schedule Board of Review appointments and mailing required notices.
- Schedule Special Committee/Council meetings.
- Maintain professionalism, cultivate an atmosphere of teamwork and support the organization's code of conduct.
- Oversee coordination of workflow for various City applications for consideration including but not limited to annexations, rezonings, special use permits, etc.
- Anticipate upcoming needs, departmental and procedural challenges and design solutions to meet those needs. Supervise staff workflow along with, and in the absence of, the City Clerk.
- Keep a proceedings book of council meetings and publish council proceedings.
- Maintain an awareness of constantly changing laws, rules, and regulations governing all aspects of office administrative operations.
- Maintain regular regular punctual and predictable attendance, work overtime and extra hours as required.

## **OTHER JOB FUNCTIONS**

- Other tasks as assigned

## **REQUIREMENTS OF WORK:**

Extensive experience in responsible administrative and clerical work; graduation from high school; plus additional training of at least three to five years of progressively responsible administrative experience involving the development and maintenance of detailed and complex records and legal documents, the meeting of critical deadlines and the interpretation of laws, regulations and other legal requirements; or an equivalent combination of training and experience; business or technical school; certification as a Wisconsin Certified Municipal Clerk (WCMC) from the Wisconsin Municipal Clerk's Association or a Certified Municipal Clerk (CMC) from the International Institute of Municipal Clerks preferred, or any equivalent combination of experience and training which provides the following knowledge, abilities and skills:

- Extensive knowledge of Wisconsin Statutes, City Ordinances and procedures and activities regarding duties and responsibilities of the Office of the City Clerk.
- Knowledge of parliamentary procedures, committee work and council proceedings.
- Knowledge of rules and procedures governing the notice and conduct of public hearings.

- Strong ability to develop, prepare, and maintain general principles, practices, methods and techniques applicable to maintaining City-wide records management systems.
- Knowledge of Municipal Code provisions related to the operations of the City Clerk's function and matters which come before the Council and its committees.
- Ability to communicate effectively, both verbally and in writing.
- Thorough knowledge and skill in the operation of varied software programs, computers and other standard office equipment.
- Ability to understand and carry out moderately complex oral and written instructions.
- Ability to take meeting notes at a rate sufficient to perform duties of the job.
- Ability to work with customers in an effective and calm manner.
- Ability to exercise sound independent judgment in accordance with laws and regulations and to apply these to work problems.
- Ability to monitor and oversee the City Clerk's office budget.
- Ability to establish and maintain effective working relationships with City staff, elected officials, other public and private organizations, and the public and to deal with public relations problems courteously and tactfully.
- Exercise tact and diplomacy in interpersonal dealings which are difficult, highly sensitive and confidential.
- Ability to meet critical deadlines while maintaining sufficient flexibility to meet other office needs.
- Prepare clear and concise meeting documentation and other written correspondence and reports.
- Knowledge of bid advertising and opening procedures.
- Current license as a Notary Public issued by the State of Wisconsin or compliance within six months.

## **SUPPLEMENTAL INFORMATION:**

### **COMPETENCIES**

Communication

Self-directed/Autonomous/Accountable

Problem Solving

Technical/Professional/Strategic Skills

Creative/Innovative

Adaptability/Flexibility

To learn more about these competencies click [here](#)

## **JOB TASK ANALYSIS:**

**JOB ANALYSIS/REQUIREMENTS**

**JOB TITLE: Deputy City Clerk**

REVISED DATE: December 2007

REVIEW DATE: January 2014

N = Never

O = Occasionally: 1 to 33% of the time on job

F = Frequently: 34 to 66% of the time on job

C = Constantly: More than 67% of the time on job

**A. PHYSICAL DEMANDS**

	N	O	F	C
1. Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. Lifting: Light - max. 10 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5. Lifting: Moderate - max. 25 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Lifting: Heavy to moderate - max 45 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Lifting: Heavy - max. 65 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Carrying est. wt. <u>max. 25 lbs.</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Pushing est. wt. <u>max.</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Pulling est. wt. <u>max.</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Pulling hand over hand	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Climbing stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Climbing, use of legs and arms	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Balancing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Stooping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Kneeling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Repeated bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. Crawling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Reaching: <input checked="" type="checkbox"/> high <input type="checkbox"/> low <input type="checkbox"/> level	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
20. Repetitive finger movement	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
21. May use hands for grasping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. May use hands for manipulation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. May use hands for twisting of wrist	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. May use hands for flex/ext. of wrist	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. May use hands for reaching	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
26. May use hands for overhead work	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. Repetitive twisting or pressure involving wrists or hands	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Both hands required	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
29. Both legs required	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
30. Ability of rapid mental/muscular coordination simultaneously	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. Oral communication: speaks clearly in <input type="checkbox"/> Spanish <input checked="" type="checkbox"/> English <input type="checkbox"/> Hmong <input type="checkbox"/> Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
32. Hearing-conversation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
33. Intense visual concentration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34. Specific visual requirements	Near: <input checked="" type="checkbox"/>	<input type="checkbox"/>	Far: <input checked="" type="checkbox"/>	<input type="checkbox"/>
35. Depth perception	Yes <input checked="" type="checkbox"/>	<input type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/>
36. Color vision: Distinguish basic shades	Yes <input checked="" type="checkbox"/>	<input type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/>
37. Color vision: Distinguish basic colors	Yes <input checked="" type="checkbox"/>	<input type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/>
38. Operation of crane, truck or motor vehicle	Yes <input type="checkbox"/>	<input type="checkbox"/>	No <input checked="" type="checkbox"/>	<input type="checkbox"/>
39. Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**B. WORKING CONDITIONS**

	N	O	F	C
1. Outside	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Alternating between Outside and Inside	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Heat between 90-100 degrees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heat over 100 degrees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Cold below 55 degrees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Temperature changes: <input type="checkbox"/> excessive <input type="checkbox"/> frequent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Wetness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Dry atmospheric conditions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Confined spaces	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Heights (list maximum: <u>6</u> )	N	O	F	C
10. Constant noise above 85 decibels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Intermittent noise above 85 decibels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Vibration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Fumes: <input type="checkbox"/> Irritant <input type="checkbox"/> Toxic	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>