

**CITY OF GRAND HAVEN  
JOB DESCRIPTION**

**DEPUTY CLERK**

**Supervised By:** City Clerk  
**Supervises:** Temporary elections inspectors  
**FLSA:** Non-exempt

**Position Summary:**

Under the general supervision of the City Clerk, provides high level administrative support for all functions of the Clerk's department, including voter registration, election administration, public records management, and customer service.

**Essential Job Functions:**

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. Coordinates voter registration and maintenance of voter registration files in accordance with state regulations. Registers all new voters, records changes in address, issues voter registration cards and cancels registrations.
2. Assists the City Clerk with all phases of election administration consistent with federal, state, and local laws. Distributes, records and files absentee ballots. Prepares election machines, supplies and test ballots. Publishes and posts election information, arranges election commission and resolution.
3. Assists with the recruitment, training, and oversight of temporary elections inspectors. Coordinates certification through the County, helps with schedules and assignments to ensure proper precinct coverage, reviews payroll and timesheets.
4. Assists City Clerk in providing support to the City Council other boards, commissions, and committees as requested. Schedules and attends meetings, publishes notices, takes minutes, prepares minutes and otherwise provides secretarial support as assigned.
5. Maintains departmental electronic and paper filing systems and assists the City Clerk in maintaining the official records of the City in accordance established legal requirements and internal record retention policies. Assists in preparing responses to formal requests for information, including FOIA requests. Completes research, assembles documents and works with other departments as needed. Develops and implements records disposal schedules according to established record retention protocol.
6. Provides customer service and front desk support for Clerk and assessing functions, and for the Treasurer Department as necessary. Processes various applications, forms, and official paperwork, including cemetery deeds, licenses, assessing mail, and related items. Answers phones, receives payments, and completes related tasks.

7. Provides guidance, instruction and advanced facilitation to customers regarding department operations, rules, procedures, forms, protocols and other requirements to ensure they understand processes, obtain and complete required paperwork and receive adequate and complete information. Addresses and resolves standard and complex problems independently and consults with the City Clerk on very difficult issues.
8. Independently identifies, plans and provides secretarial, administrative and clerical support for various department operations, administrative processes and customer service needs. Recommends new processes, procedures or policies.
9. Prepares standard and advanced correspondence, documents, forms, reports, and related items. Proofreads critical documents.
10. Develops and maintains logs, databases, spreadsheets and other reports.
11. Coordinates special events and programs, completes research, reports and special projects as assigned.
12. Monitors and orders office supplies and troubleshoots equipment for the department. Prepares and processes purchase orders and invoices according to established procedures and coordinates with the Finance Department as needed.
13. Performs related work as required.

**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.

Requirements include the following:

- An Associate's Degree in business administration or a related field is required.
- Three or more years of experience in office administration or a related field, preferably in a municipal setting is required.
- Ability to obtain certification as an election inspector is required.
- Certification as a Notary Public is helpful.
- Knowledge of department operations and administrative procedures and practices.
- Skill in the operation and troubleshooting of general office equipment.
- Skill in the use of office computers and advanced skill in the use of word processing, database and spreadsheet software.
- Ability to coordinate multiple tasks, adjust to changing priorities and work within deadlines.

- Ability to prepare accurate and professional documents, records, reports and correspondence.
- Ability to establish and maintain effective working relationships and provide positive customer service according to city standards and policies.
- Ability to type and enter data with speed and accuracy.
- Ability to train and coordinate a sizable temporary staff during elections.
- Ability to attend meetings outside of normal business hours.

**Physical Requirements and Work Environment:**

The physical demands and work environment 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 job.

An employee in this position spends the majority of their time in an office setting with a controlled climate where they sit and work on a computer for extended periods of time, communicate by telephone, email or in person, and move around the office or travel to other locations. During elections this position is required to work very extended hours, travel between polling sites, set up precincts and voting equipment and lift heavy boxes of materials.