



## ASSISTANT CITY CLERK - CONFIDENTIAL

### DEFINITION

Under general direction of the City Clerk, performs a variety of responsible, confidential and complex administrative, technical, programmatic, secretarial and clerical duties in support of the daily operations and administration of the City Clerk's Office and Administration Department. Functions as communications support, front desk/reception responsibilities, serves as the primary front counter contact for the public, manages public records requests, supports social media and public communications, assists with City Council and board meetings, and performs related duties as assigned.

This position requires exceptional customer service skills, discretion, strong written communication abilities, and the ability to manage multiple priorities in a fast-paced municipal environment.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the City Clerk. Exercises no direct supervision but may assist in training temporary, part-time, or interim staff.

### DISTINGUISHING CHARACTERISTICS

This is a multi-functional position that blends front-line customer service, municipal clerk support, communications coordination, and records management. The incumbent is expected to work independently within established procedures and legal guidelines, particularly in areas involving public records, agendas, minutes, and official documents.

### EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

Administrative Support:

- Serve as the primary receptionist for City Hall; greet and assist residents, visitors, vendors, and stakeholders.
- Answer and screen incoming phone calls; route calls appropriately.
- Respond to public inquiries in person, by phone, and via email.
- Assist the public in interpreting and applying City procedures, forms, and policies.
- Accept payments, issue receipts, and perform cashiering duties as assigned.
- Process permits, licenses, applications, and other official documents as needed.
- Manage incoming and outgoing mail; timestamp, sort, and distribute correspondence.

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#### Assistant City Clerk – Confidential Support:

- Assist in preparing and distributing City Council, board, committee and commission agendas and packets.
- Attend City Council and other public meetings as assigned; assist with minute-taking and recording responsibilities.
- Process, finalize, and follow-up on Council action from City Council meetings; ensure timelines are met including those for ordinance publication, resolutions, and notice of decisions.
- Maintain official records in compliance with records retention policies.
- Coordinate document imaging and electronic records management systems.
- Administer Fair Political Practices Commission filings for candidates, elected officials, employees, consultants, and commissioners in accordance with state law and FPPC regulations.
- Assist in conducting and supervising municipal elections; coordinate municipal elections with the County; certify official results; plan and coordinate reception with incoming elected officials.
- Serve as custodian of official City records; assist in the operation and oversee maintenance of records management program, records retention schedule, and master filing guide; coordinate with other departments regarding the storage of files and documents as well as the destruction of City documents; scan documents into laser fiche for future reference.
- Support special projects within the City Clerk’s Office and Administration Department.
- Research and compile information; prepare reports and correspondence.
- Administer policies, procedures, and processes for the City Clerk’s Office; resolve discrepancies or procedural problems and respond to questions about the services of the City Clerk’s Office; maintain the City Clerk’s Office desk manual outlining departmental policies and procedures; make recommendations for modifications.
- Provide coverage and assistance in all areas of the City Clerk’s Office as necessary to ensure the operation of the Office including filing, photocopying, answering the telephones, and assisting the public at the counter.
- Utilize various computer applications and software packages; enter and maintain data; generate reports from a database or network system; create documents using word processing software.
- Maintain and order office supplies; prepare purchase orders; receive invoices and check for accuracy; process payments.
- May act in the absence of the City Clerk and relieve the City Clerk of a variety of administrative and functional details.
- Perform related duties as required.

#### Public Records Requests (CPRA):

- Serve as initial intake contact for Public Records Act (PRA) requests.
- Log, track, and coordinate requests using the City’s records request system.
- Communicate with departments to gather responsive documents.
- Review records for completeness and assist with redaction coordination under supervision.
- Ensure statutory deadlines are tracked and met.
- Provide timely responses and maintain organized documentation of all requests.

#### Communications and Social Media:

- Assist in drafting and formatting press releases, newsletters, public notices, proclamations, and community announcements.
- Support management of the City’s social media platforms, including drafting posts, scheduling content, and monitoring engagement.
- Coordinate posting of public meeting notices and community updates.
- Assist with website content updates and digital accessibility compliance.

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- Help maintain branding consistency and public-facing communication standards.
- Track analytics and prepare summary reports related to communications outreach.

### **JOB-RELATED QUALIFICATIONS**

#### **Knowledge of:**

- Operational characteristics, services, and activities of the functions, programs, and operations of a City Clerk's Office.
- Basic functions of public agencies including the role of an elected Council and appointed boards and commissions.
- Organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.
- Modern principles, practices, and techniques of municipal records management.
- Election processes.
- Office management principles, methods, and procedures.
- Basic principles and practices of lead supervision and training.
- Principles and procedures of record keeping and filing.
- Pertinent federal, state, and local laws, codes, and regulations including the Brown Act, Political Reform Act, FPPC regulations, and those governing the maintenance of records by a public agency.
- Basic principles and practices of municipal budget preparation and administration.
- Mathematical principles.
- Research procedures used in searching of public records.
- Modern office procedures, methods, and equipment including computers and related software applications such as word processing, spreadsheets, and databases.
- Agenda management software
- Social media platforms and digital communication tools.
- Basic principles and practices of municipal budget preparation and administration.
- Mathematical principles.
- Research procedures used in searching of public records.
- Principles and practices of fiscal, statistical, and administrative research and report preparation.
- Principles and practices of sound business communication.
- Principles of business letter writing and report preparation.
- Methods and techniques of proper phone etiquette.
- Customer service principles and techniques.
- English usage, grammar, spelling, and punctuation.
- Bilingual (Spanish) preferred but not needed.

#### **Ability to:**

- Perform a full range of varied complex, sensitive, highly responsible, and confidential office administrative, secretarial, advanced clerical, and routine programmatic support functions of a general or specialized nature in support of the City Clerk's Office with only occasional instruction or assistance.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

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- Understand, interpret, and apply general and specific administrative and departmental policies and procedures.
- Interpret and apply applicable federal, state, and local laws, codes, and regulations.
- Take responsibility for and exercise good judgment in recognizing the scope of authority to be exercised in the capacity of a deputy to a public officer.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Type or enter data at a speed necessary for successful job performance.
- Participate in researching, compiling, analyzing, and interpreting data.
- Prepare clear, accurate and concise records and reports.
- Independently prepare correspondence and memoranda.
- Provide information and organize material in compliance with laws, regulations and policy.
- Work cooperatively with other departments, City officials, and outside agencies.
- Establish, organize, and maintain a variety of specialized files and records.
- Implement and maintain filing systems and records management systems.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Plan and organize work to meet changing priorities and deadlines.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, press, or other agencies on sensitive issues in area of responsibility.
- Exercise good judgment and maintain confidentiality relative to critical and sensitive information, records, and reports.
- Utilize public relations techniques in responding to inquiries and complaints.
- Maintain confidentiality of information.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

#### **Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

- Equivalent to completion of the twelfth (12th) grade.
- College-level coursework in public administration, communications, political science, business administration, or related field is desirable.
- Four years of progressively responsible clerical or administrative experience, preferably in a municipal or public agency setting.
- Experience with records management, public records requests, and/or social media management is highly desirable.
- A bachelor's degree is highly desirable.

#### **Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.
- Possession of a Notary Public license issued by the California Secretary of State is expected to be obtained within twelve (12) months of employment.
- Possession of a California Certified Municipal Clerk certification is expected to be obtained within twenty-four (24) months of employment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL CONDITIONS**

Office setting with moderate noise levels. Frequent interaction with the public at the front counter and via phone/email. Must be able to maintain professionalism in high-demand or politically sensitive situations.