Position Title: Office Clerk
Appointing Authority: Village Board
Position Reports To: Village Administrator
Job Location: Village Office-206 N Wisconsin Avenue
Full or Part-Time: Full-Time
Working Hours: Monday through Friday 8:00 am to 4:30 pm, and some evenings or early mornings as requested for meetings, Elections, conferences and assisting with Morel Mushroom Festival activities.
Salary or Hourly: Hourly
Wage range: $18-20 per hour (based on qualifications)
Adoption date: January 14, 2025

SUMMARY

The Office Clerk works in conjunction with the Village Administrator/Clerk/Treasurer, Deputy Clerk and Utility Clerk performing a variety of clerical functions in the Village Office. This person will perform cashiering, billing, collections, and be the primary person to take incoming calls. This position will be the first point of contact for the public and utility customers, always interacting in a professional and courteous manner while maintaining confidentiality and accurate records. This position will have a variety of work between Village and Utility needs including assistance to Utility Superintendent and Police Chief when needed.

Essential Job Duties & Responsibilities will include but not be limited:
Assist customers/public with various payments, applications (utility, camping, zoning, recreational, facility rentals, property taxes) inquires, complaints, and general Village information.
Assist utility customers providing information on accounts, consumption and billing related concerns.
Assist residents with dog registrations, inputting updated vet information and payments.
Assist co-workers on posting payments, completed bank deposits and taking deposits to bank.
Assist co-workers on social media posts and creations via Canva.
Assist co-workers and Committee on Morel Mushroom Festival.

Qualifications and Skills
Attention to detail in managing files, records and documentation.
Familiarity with office equipment.
Strong organizational skills, ability to multitask, and meet deadlines.
Excellent verbal, written and email communication skills.
Professional phone etiquette and the ability to handle inquiries effectively.
Customer service oriented with a friendly and helpful demeanor.
Willingness to support colleagues and contribute to a positive work atmosphere.
Analytical thinking and problem solving
Ability to work independently and as a team taking initiative when needed.

Education
High school diploma or equivalent is required, with further education or certification in administrative tasks being highly beneficial, we are willing to train.
Microsoft Office applications (Word, Excel, Outlook), Canva, willing to train on utility and accounting software.

The duties listed above are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.