



## City of Cloquet Job Description

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**POSITION:** Permit & Accounting Clerk  
**DEPARTMENT:** Administration  
**REPORTS TO:** Asst City Administrator

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### SUMMARY

Greets visitors and operates switchboard; directs calls and visitors to appropriate departments as necessary. Provides clerical support for the City Administration, Finance, Community Development, Engineering, Utility Billing and acts as rental agent for Spafford Park.

### ESSENTIAL FUNCTIONS OF THE JOB

Receives incoming telephone calls and responds to questions, complaints or requests regarding City procedures, regulations, operations or services and refers/directs inquiries to other department employees when necessary; receives and directs visitors as necessary

Provides clerical and administrative support to Administration, Public Works, Community Development, Finance and other City staff as directed

Coordinates, collects, assembles and distributes correspondence and agenda/information packets to a variety of City Boards and Commissions for meetings

Receives initial emergency reports regarding broken water mains, sewer backups, interruptions to water service, basement flooding, slippery streets, road washouts, fallen trees, etc. and assesses urgency of issue and notifies or dispatches appropriate departmental personnel

Compiles and maintains information, prepares selected reports and maintain various files including operating data, maintenance records, work orders, overtime reports, equipment inventories, building permit database and reports, etc.

Assists public and contractors with routine building and engineering permits; reviews permits for completeness and enters permits into permitting software. Issues or holds building permits requiring plan review for the Building official, City Planner, or Public Works/Engineering.

Issues water meters to new customers, collects and maintains appropriate customer information. Coordinate the scheduling of water meter repairs and replacement with meter maintenance department. Notifies billing department to set up new accounts, when to activate accounts or as otherwise required to implement changes in billing.

Responds and assists public with questions regarding general zoning district information, building permits, engineering, and other permits, licenses or applications

Provides clerical support to include preparing/filing a wide variety of documents, including letters, reports, work orders, purchase orders, minutes, specifications and public notices

Performs general office duties including ordering of office supplies, and routine maintenance supplies for all department personnel.

Be familiar with the City and EDA website in order to direct callers/visitors to necessary information

Receives payments, balances cash drawers and customer payments, and prepares receipts for various departments

Assist with and complete as directed or assigned various financial activities such as accounts receivable, accounts payable, special assessments, budget schedules, etc.

Sorts and distributes mail and prepares outgoing mail for pick-up

Performs other duties as apparent or assigned

### **QUALIFICATION REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION AND/OR EXPERIENCE**

High School diploma or equivalent. Three years related office/customer service experience and two years computerized billing, cashier and/or accounting training or experience.

### **LANGUAGE SKILLS**

Ability to read and interpret written documents and procedure manuals, ordinance documents, and review and comprehend simple building and site plans and drawings. Ability to prepare written reports and correspondence. Ability to communicate effectively with customers, other employees, supervisors, elected officials and the general public.

### **MATHEMATICAL SKILLS**

Ability to make arithmetic computations using whole numbers, fractions and decimals. Ability to calculate daily interest, sales tax, water/sewer usage, ratios, percentages, areas and volumes.

## **REASONING ABILITY**

Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to work both independently and as part of a team.

## **OTHER KNOWLEDGE, SKILLS AND ABILITIES**

High level of knowledge and proficiency in use of computers including Microsoft Office (Word and Excel) and Adobe

Knowledge of recordkeeping, bookkeeping and accounting practices and procedures

General knowledge of operation and upkeep of all office equipment

Ability to operate multi-line telephone system

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; and stoop, kneel, crouch, or crawl.

The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.