

**VILLAGE OF FRANKLIN**  
**Job Description**

**ADMINISTRATIVE ASSISTANT/DEPUTY CLERK**

**Supervised by:** Village Administrator  
**Supervises:** Clerical staff as assigned  
**FLSA Status:** Non-Exempt

**Position Summary:**

Under the supervision of the Village Administrator, coordinates administrative, and clerical activities in support of a wide range of Village operations. Handles routine and complex administrative duties, interacts with the public, and provides customer service for a variety of Village operations. Substantial portion of the job functions are in support of the Building Department.

**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. Receives telephone calls, assists visitors, and responds to citizen questions and concerns. Maintains the front counter and provides information regarding Village operations, policies, and procedures. Resolves issues independently and refers more complex situations to the appropriate party.
2. Schedules and records building inspections through BS&A computer software, and reviews and verifies inspectors' reports and pay sheets. Serves as cashier including receipting of payments for permits and inspections, and posting of incoming revenues to appropriate accounts
3. Assists in the procurement of materials and supplies. Operates office machines as required, including copier, scanner, phones, etc. Receives, stamps and distributes incoming mail, processes outgoing mail. Composes, types, and edits a variety of correspondence, reports, memoranda, and other material. Inputs data to standard office and department forms; makes simple posting to accounts; compiles data for various reports. Processes invoices for billing and payment.
4. Prepares refund documentation for escrow/bond accounts. Schedules appointments, and performs other administrative and clerical duties.
5. Addresses citizen rubbish, yard waste and recycling complaints and service issues with contractor.
6. Notifies and schedules DPW contractor service to address citizen requests for work done in Village rights-of-way (such as: snow plowing, salting, tree trimming, and sign replacement) and maintenance of Village owned property.
7. Submits the annual Community Development Block Grant for the Village, and sees that proper documentation is provided to Oakland County for grant compliance.
8. Provides support to code enforcement activities, investigates complaints, and seeks compliance and keeps records.

9. Coordinates the Village's information technology resources with outside contractors. Troubleshoots technological issues, performs basic installations and orders related supplies. Maintains the Village Website, and future Facebook page.
10. Assists with budget preparation and year-end audit activities. Prepares schedules and information, enters data, compiles documents, and makes adjusting entries.
11. Assists Village Administrator with a variety of activities and projects in support of Village operations. Researches policies and procedures, assists with grant preparation.
12. Prepares correspondence, reports, documents, and other information. Drafts community newsletter. Sorts and responds to mail, and completes other administrative tasks as assigned.
13. Maintains a comprehensive filing system.
14. Supervises and coordinates the work of any assigned clerical staff.
15. Attends seminars and workshops as appropriate.
16. Serves as Deputy Clerk, and is a Public Notary. (Villages are not responsible for elections, and residency is not required.)
17. Performs other 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.*

- Associates Degree or equivalent is desired. Bachelor's degree preferred.
- One or more years of experience in office management or general administrative support is required. Municipal experience preferable, but not required.
- State of Michigan Vehicle Operator's License, a satisfactory driving record, and the ability to maintain one throughout employment.
- Thorough knowledge of modern office procedures and practices, including money handling and basic bookkeeping principals.
- Thorough knowledge of the structure, policies, procedures, and regulations governing municipal government to effectively respond to internal inquiries and the public.
- Knowledge of financial bookkeeping, recordkeeping, accounts payable, and accounts receivable.
- Ability to become Public Notary, and serve as Deputy Clerk.
- Skill in the use of standard office equipment, computers and related spreadsheet, database, word processing, and specialized building and financial software. Experience with BS&A software preferred.

- Ability to take minutes, maintaining and updating records and documents.
- Skill in maintaining confidentiality and utilizing discretion when handling sensitive information.
- Skill in conducting research and preparing comprehensive and accurate reports.
- Skill in preparing promotional materials, newsletters, and other communications.
- Ability and willingness to participate in training programs and other professional development activities.
- Ability to type and enter data with speed and accuracy.
- Ability to understand and follow complex oral and written instructions, prioritize demands, and work independently.
- Ability to critically assess situations and solve problems, communicate effectively, and work well under stress, within deadlines, and with changes in work priorities.
- Ability to effectively communicate and present ideas and concepts orally and in writing.
- Ability to establish effective working relationships and use good judgment, initiative, and resourcefulness when dealing with citizens, elected officials, employees, other governmental agencies, and other professionals.
- Ability when needed to attend meetings outside of normal business hours and travel to other locations.

**Physical Demands and Work Environment:**

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

While performing the duties of this job, the employee regularly works in an office setting with a controlled climate where they sit and work on a computer, communicate by telephone, email or in person, and move around the office and travel to other locations. The employee may occasionally work outside the office and may be exposed to outside weather conditions and uneven terrain. The noise level in the work environment is usually quiet in the office and may be moderately loud in the field.