



CITY OF HANOVER
EMPLOYMENT POSITION DESCRIPTION
Reports to: City Administrator
Pay Grade: 2

ADMINISTRATION AND COMMUNICATIONS SPECIALIST

GENERAL DEFINITION OF WORK:

FLSA Status: Non-Exempt

Performs skilled intermediate administrative work in City Hall operations issuing City permits for building and zoning items, scheduling facilities and acting as a first point of contact for the City. Coordinates communication and special projects, and provides support to other staff as directed by the City Administrator.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Performs a variety of duties related to customer service, communications, building permits, records management and other activities at the direction of the City Administrator.

(These are intended as illustrations of the types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Acts as first point of contact for the outside public. Presents a positive image for the community and directs residents and other inquiries on where to locate information and resources they are looking for.
- Responds to requests for information from the public by answering telephones and emails and refers them to the appropriate individual or agency. Answers questions and provides information to residents and the general public regarding City policies and procedures, rental facilities, building permits and other items via telephone, email, mail, and in person.
- Assists in general office functions, including answering telephone calls, preparing correspondence, booking rental facilities, and cemetery plot sales. Orders and maintains necessary office supplies, equipment, and conducts cost comparisons.
- Keep records of building permits, land use applications, right-of-way permits and landscaping escrows. Issues permits in a timely manner. Maintains building permits, surcharge spreadsheets and other documentation of activities. Provides information to builders, contractors and homeowners.
- Issues access cards for compost site, hall rentals and City building access. Maintains records in systems.
- Receive complaints and requests for service, other administrative support to city hall and other department staff. Provide first review of these inquiries where and appropriate and provide proper communication to appropriate staff members for additional follow-up.
- Manages and keeps current official records such as minutes, public notices/postings, resolutions, ordinances, copies of packets. Utilizes electronic records management systems on City computer network and Laserfiche systems to save documents as directed by the City Clerk. Ensure records are saved with consistent naming conventions and file locations for searchability and access.
- Attends Planning Commission meetings. Drafts meeting agendas and organizes meeting information. Prepares minutes and attendance records. May provide backup minute-taking duties for other meetings as needed such as City Council and/or Park Board meetings.
- Maintains communications as directed on City website and social media outlets providing pertinent information as approved and representing the City in a positive light.

- Prepares quarterly newsletter materials and coordinates printing with vendor.
- Suggests methods for improving delivery of service to the public as it pertains to city review processes and policies.
- Assists with general and special elections.
- Manage and administer community hall and park shelter rentals. Schedules tours of rental facilities and acts as tour guide. Informs management on purchasing, maintenance and policy recommendations associated with rental facilities. Schedules cleaners and maintenance on rental facilities under supervision of Public Works Supervisor, City Clerk and City Administrator.
- Receipts payments. Maintains a general knowledge of the city's financial practices and software so as to assist with the processing of financial records and providing limited audit controls.
- Provides administrative support and assistance to City consultants and City Hall staff as appropriate.
- Operates various office machines and telephone equipment as required.
- Perform other duties and assume responsibilities as apparent or assigned.

While these are the primary focus of the position, we believe strongly in teamwork and employees will be called upon to perform a variety of duties as part of their role with the City.

KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough knowledge of standard office practices and procedures, knowledge of pertinent federal, state, and local codes, ordinances, laws and regulations; ability to provide conflict and problem resolution; knowledge of operations of the functions and activities of the city government, ability to speak clearly, ability to understand and respond to written and oral communications concisely, ability to understand and carry out oral and written instructions; ability to maintain a variety of logs, reports, records and electronic databases; ability to effectively multi-task and prioritize with frequent interruptions; ability to handle transactions with public requiring effective accountability and accurate controls; ability to operate computer, software and related technologies, ability to compile and calculate accurate data and research from a variety of resources under a deadline, ability to solve problems within the scope of responsibility, ability to establish and maintain effective working relationships with others.

MINIMUM JOB QUALIFICATIONS

High School Degree or GED. Proficient skillset utilizing computers and Microsoft Office Suite (Word, Excel). Two years or more of related employment experience and previous experience in customer service.

DESIRABLE QUALIFICATIONS

Training or experience in local government setting. Skilled with technologies including website maintenance platforms, scheduling programs, electronic records systems and social media. Great attention to detail and organizational skills demonstrated by maintenance of databases/filing systems structured to comply with State laws and local codes and policies to be accessible for others. Continuous improvement mindset always looking for opportunities to suggest service-delivery improvements and perform tasks in effective and efficient ways for customers.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires stooping, kneeling, crouching, reaching, standing, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for peripheral vision, preparing and analyzing data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not generally subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

Possession of a valid Minnesota driver's license. Availability to attend public meetings held outside of normal operating hours. Ability to complete in an official capacity meeting recordings and take sufficient notes to prepare meeting minutes.

The job description is subject to change as the needs of the employer and requirements of the job change. The City of Hanover reserves the right to change and/or eliminate any and all job duties if needed.

Hanover Core Competencies

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- Takes personal responsibility for the quality and timeliness of work and achieves results with limited oversight.
 - Follows instructions and adheres to all City policies and procedures as required.
 - Maintains an acceptable record of work attendance and punctuality in accordance with City and Department requirements. Completes necessary approval for time off, comp time and overtime. Shares calendar to assist team on availability.
 - Follows through on assignments and complete work with honesty and integrity.
 - Completes assignments as directed by supervisor, City Administrator and/or Council.
 - Confers regularly with and keep immediate supervisor informed of all important matters pertaining to applicable job functions and responsibilities.
 - Develops, maintains a thorough working knowledge of, and complies with all departmental and applicable City policies and procedures.
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- Diligently attends to details and pursues quality in accomplishing tasks.
 - Checks work to ensure accuracy and completeness. Compares observations or finished work to what is expected to find inconsistencies.
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- Provides information, options, and/or solutions to inquiries, concerns, and/or requests from the public in a respectful manner.
 - Maintains the City's reputation of providing a high-level of customer satisfaction.
 - Represent the City in a professional manner to the public, outside contacts, and team.
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- Properly uses tools, machines, and/or vehicles to complete the assigned work.
 - Accurately sets up and calibrates tools and machines. Routinely inspects equipment and adheres to the proper maintenance schedule.
 - Follows safety and other regulations when handling and operating equipment. Uses equipment for its intended purpose only and protects it from damage and misuse.
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- Gets along and interacts positively with co-workers and members of the public; understands and relates to others.
 - Understands the interests and concerns of others. Listens attentively to other' ideas and concerns.
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- Demonstrates knowledge and actions consistent with the City's values and the City's code of ethics and conduct.
 - Respects and maintains confidentiality.
 - Demonstrates high moral principles and professional standards with others through truthfulness and sincerity; makes ethical decisions.
 - Shows respect for others' ideas, perspectives, and styles. Demonstrates appropriate business etiquette and social skills.
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- Maintains a high level of accuracy and attention to detail.
 - Demonstrates the ability to use resources productively, effectively, and efficiently.
 - Demonstrates the ability to think proactively, anticipates potential problems, and provides workable solutions and alternatives with a 'can do' approach.
 - Develops and maintains good working knowledge of job responsibilities and prescribed procedures to facilitate efficient performance of duties. Takes initiative to utilize job knowledge to analyze situations, resolve problems, and reach decisions.
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- Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
 - Maintains an open, approachable manner, and treats others fairly and respectfully. Preserves others' self-confidence and dignity, and shows regard for their opinions.
 - Seeks to resolve confrontations and disagreements constructively. Focuses on the situation, issues, or behaviors, rather than the people.
 - Expresses gratitude and appreciation to others who provide information, assistance or support.
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- Maintains a safe work environment by complying with City safety policies and procedures, and attends necessary trainings.
 - Always performs work in a safe manner. Avoids shortcuts that increase health and safety risks to self or others. Organizes the personal workspace to minimize the likelihood of an accident or other unsafe situation.
 - Maintains emergency supplies and/or personal protective gear.
 - Reports safety concerns or incidents and near misses to appropriate parties.
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- Promotes cooperation and commitment within a team to achieve goals and deliverables.
 - Encourages team unity through sharing information or expertise, working together to solve problems, and putting team success first.
 - Gives honest and constructive feedback and shows willingness to receive feedback from peers.
 - Assists to teammates as needed.
 - Works with team to create how-to documents to assist with cross-over training and process improvement.
 - Develops respectful and cooperative working relationships with co-workers, including ability to assist others, as approved by supervisor.
 - Demonstration by personal example the spirit of service, excellence and integrity expected from all staff.