

CITY OF SHOREWOOD
CITY COUNCIL WORK SESSION
MONDAY, NOVEMBER 14, 2022

5755 COUNTRY CLUB ROAD
COUNCIL CHAMBERS
6:00 P.M.

AGENDA

1. CONVENE CITY COUNCIL WORK SESSION

A. Roll Call

Mayor Labadie _____
Siakel _____
Johnson _____
Callies _____
Gorham _____

B. Review Agenda

ATTACHMENTS

2. ADMINISTRATION DEPARTMENT REORGANIZATION

Interim City Administrator Memo

3. ADJOURN



City of Shorewood Council Meeting Item

Title/Subject: Discuss Proposed Administration Department Reorganization Plan

Meeting Date: Monday, November 14, 2022

Prepared by: Ed Shukle, Interim City Administrator

Reviewed by: Sandie Thone, City Clerk/HR Director

Attachments: Current and Proposed Compensation Schedules; Staff Report and Attachments from October 24, 2022 Regular City Council meeting

Item 2

MEETING
TYPE
Work
Session

Background: At the October 24, 2022 Regular City Council meeting, the City Council was presented with a proposed reorganization plan for the Administration Department. The plan came about as a result of the resignation of Julie Moore, former Communications/Recycling Coordinator. (See attached staff report from the October 24, 2022, Item #7B). After presenting this information to the City Council, the consensus was that the subject be reviewed at a Work Session.

The City Clerk/HR Director and I reviewed various options to fill the vacancy left as a result of Ms. Moore's resignation. The option of reorganizing the department to allow for career advancement of existing personnel within the department made the most sense. Each employee within the department brings different skill sets and qualifications that we believe can fit the duties and responsibilities required to accomplish the tasks of this job.

The reorganization plan basically involves breaking up the communications/recycling position and shifting responsibilities. Under the plan, staff would post and recruit for a new-part-time administrative assistant (20 hours per week) to perform the duties of the current part-time administrative assistant (Miechelle). Miechelle then becomes full-time and her title becomes "Administrative and Recycling Coordinator" She would be handling many of the administrative duties at the front desk in addition to the recycling program (see job description attached).

Current Administrative Assistant (Nelia), who is full-time, becomes the Administrative and Communications Coordinator. She would continue to be working in customer service, providing front desk information and other administrative duties. In addition, she would be responsible for communications i.e., preparing the monthly newsletter, managing the website and other communications (see job description attached).

Mission Statement: *The City of Shorewood is committed to providing residents quality public services, a healthy environment, a variety of attractive amenities, a sustainable tax base, and sound financial management through effective, efficient, and visionary leadership.*

Page 1

Current Deputy City Clerk (Brenda), who is full-time, becomes the City Clerk. The City Clerk performs statutory duties of the city such as maintaining all municipal records and coordinating city elections (see job description attached).

Current City Clerk/HR Director (Sandie), who is full-time, becomes the Administrative Services Director and remains the department head of the Administration Department.. The position is primarily responsible for all Administration and Human Resources related functions for the city. This position assists and supports the City Administrator in the management of administrative activities and responsibilities. (See job description attached). The proposed job title change more accurately reflects the current work duties and responsibilities that Sandie is performing.

As indicated in the staff report attached that was presented to the City Council on October 24, staff explored other options that would support development and advancement of current employees to retain the high level of service that is expected. After the recent turnover in staff, it was determined that this is a unique opportunity to be able to develop and advance employees from within the organization. This opportunity presents numerous advantages at a time when employee retention is extremely critical and stability is of the essence. It is an opportunity for people to grow in their jobs and careers creating a greater sense of appreciation for the work that they do. We believe the suggested changes are going to make the organization better.

We realize that this proposal may have come as a surprise. We also understand that you have questions about the plan and that it appears to be “rushed.” Staff certainly was not trying to create these perceptions. We are trying to address the current workload of the Administration Department. Staff is “stretched” and action needs to be taken to address these concerns. The timeline to be fully staffed under this plan is January 31, 2023. However, if Michelle were promoted to full-time, immediate workload can be addressed sooner.

If you do not agree with the proposed changes, we can leave things the way they are until we are able to recruit for a full-time Communications/Recycling Coordinator. This process will take some time and it is estimated that the city can be fully staffed by January 31, 2023. In the meantime, many of the tasks related to the Communications/Recycling position will be delayed or not completed until fully staffed.

In summary, we are requesting permission to advance current staff to the positions presented above along with recruiting for a part-time administrative assistant. As stated above, we understand that this is a major change but believe it will work in addressing workload and staffing needs within the Administration Department.

Financial Considerations: As originally presented, the overall budget impact of this proposed reorganization plan, including wages and benefits, is \$11,484 to the 2023 Budget. There would be minimal impact to the 2022 Budget should the City Council proceed in approving this plan in 2022. Although the wage increases may appear to be significant, the proposed compensation brings these positions more in line with their

respective corresponding duties and responsibilities.

It should be noted that attached is the City of Shorewood current compensation plan indicating where the Administration Department employees are slotted and the proposed compensation plan indicating where these employees would be placed.

Action Requested: Discuss the proposed reorganization plan as presented and provide direction as to implementation of this plan or identify other options that the City Council wishes to consider.

Connection to Vision/Mission: Consistency in providing residents quality public services, a healthy environment, a variety of attractive amenities, a sustainable tax base, and sound financial management through effective, efficient, and visionary leadership.

CURRENT

2022

COLA
\$ 19,261 \$ 19,261 3%
2022

130 8.5%
Evaluation Points

Range Steps

Grade Employee	Grade and Step	Point Minimum	Point Maximum	Min	B	C	D	E	F	Max	Annual Min	Annual Max
1		130	140	\$12.84	\$13.91	\$14.98	\$16.05	\$17.12	\$18.19	\$19.26	\$26,709	\$40,063
2		141	152	\$13.87	\$15.02	\$16.18	\$17.33	\$18.49	\$19.65	\$20.80	\$28,845	\$43,268
3	Norman	153	165	\$14.98	\$16.23	\$17.47	\$18.72	\$19.97	\$21.22	\$22.47	\$31,153	\$46,729
4		166	179	\$19.41	\$20.22	\$21.03	\$21.84	\$22.65	\$23.45	\$24.26	\$40,374	\$50,468
5		180	194	\$20.96	\$21.84	\$22.71	\$23.58	\$24.46	\$25.33	\$26.20	\$43,804	\$54,505
6		195	211	\$22.64	\$23.58	\$24.53	\$25.47	\$26.41	\$27.36	\$28.30	\$47,092	\$58,866
7		212	229	\$24.45	\$25.47	\$26.49	\$27.51	\$28.53	\$29.55	\$30.56	\$50,860	\$63,575
8		230	249	\$26.41	\$27.51	\$28.61	\$29.71	\$30.81	\$31.91	\$33.01	\$54,929	\$68,661
9		250	270	\$28.52	\$29.71	\$30.90	\$32.09	\$33.27	\$34.46	\$35.65	\$59,323	\$74,154
10	Carlson, Pricco	271	293	\$30.80	\$32.09	\$33.37	\$34.65	\$35.94	\$37.22	\$38.50	\$64,069	\$80,086
11	Heitz	294	318	\$33.27	\$34.65	\$36.04	\$37.42	\$38.81	\$40.20	\$41.58	\$69,194	\$86,493
12	Eslinger	319	345	\$35.60	\$37.08	\$38.56	\$40.04	\$41.53	\$43.01	\$44.49	\$74,038	\$92,547
13	Thone	346	374	\$38.09	\$39.67	\$41.26	\$42.85	\$44.43	\$46.02	\$47.61	\$79,220	\$99,026
14		375	406	\$42.45	\$43.87	\$45.28	\$46.70	\$48.11	\$49.53	\$50.94	\$88,298	\$105,957
15		407	441	\$45.42	\$46.94	\$48.45	\$49.96	\$51.48	\$52.99	\$54.51	\$94,479	\$113,374
16	Darling	442	479	\$48.60	\$50.22	\$51.84	\$53.46	\$55.08	\$56.70	\$58.32	\$101,092	\$121,311
17	Rigdon	480	519	\$51.52	\$53.24	\$54.95	\$56.67	\$58.39	\$60.10	\$61.82	\$107,158	\$128,589
18	Brown	520	564	\$54.61	\$56.43	\$58.25	\$60.07	\$61.89	\$63.71	\$65.53	\$113,587	\$136,305
19	Lerud	565	612	\$57.89	\$59.82	\$61.74	\$63.67	\$65.60	\$67.53	\$69.46	\$120,402	\$144,483
20		613	664	\$61.36	\$63.40	\$65.45	\$67.49	\$69.54	\$71.59	\$73.63	\$127,626	\$153,152
Step %					3.3%	3.2%	3.1%	3.0%	2.9%	2.9%		

PROPOSED

2022

COLA
\$ 19,261 \$ 19,261 3%

130 8.5%

Range Steps

Evaluation Points

Grade Employee	Grade and Step	Point Minimum	Point Maximum	Min	B	C	D	E	F	Max	Annual Min	Annual Max
1		130	140	\$12.84	\$13.91	\$14.98	\$16.05	\$17.12	\$18.19	\$19.26	\$26,709	\$40,063
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8	Norman	230	249	\$26.41	\$27.51	\$28.61	\$29.71	\$30.81	\$31.91	\$33.01	\$54,929	\$68,661
9	Criswell	250	270	\$28.52	\$29.71	\$30.90	\$32.09	\$33.27	\$34.46	\$35.65	\$59,323	\$74,154
10	Carlson, Pricco	271	293	\$30.80	\$32.09	\$33.37	\$34.65	\$35.94	\$37.22	\$38.50	\$64,089	\$80,086
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Step %					3.3%	3.2%	3.1%	3.0%	2.9%	2.9%		



City of Shorewood Council Meeting Item

Title/Subject: **Accept Resignation and Approve Organizational Changes and Advertisement for Position**

Meeting Date: Monday, October 24, 2022

Prepared by: Ed Shukle, Interim City Administrator

Reviewed by: Sandie Thone, City Clerk/Human Resource Director
Joe Rigdon, Finance Director

Attachments: **Updated Position Descriptions**

7B

MEETING TYPE
Regular Meeting

Background: On October 12, 2022 staff received Communications/Recycling Coordinator Julie Moore's resignation. Julie has been with the city in various roles for over 20 years but most recently in the capacity of Communications/Recycling Coordinator. Julie has made significant and lasting contributions to the city and has participated in many great community events. She will be missed. We wish her the very best in her future endeavors.

Upon receiving the notice that the Communications/Recycling Coordinator position would be vacated, staff would typically request permission to repost for the position as it stands. Upon further reflection and consideration of organizational needs and current staffing we aimed to be mindful of the need to create stability and consider the current state of the job market. The situation we have been experiencing is real and thriving and the challenge is fairly new to public sector since typically we have been insulated by such trends in the past, but no longer.

Staff explored other options that would support development and advancement of our current employees to keep the high level of service that is expected. After much recent turnover, it was determined that this is a unique opportunity to be able to develop and advance employees from within the organization. This opportunity presents many advantages in a time when employee retention is so crucial and stability is key to rebuilding the positive and sustaining culture at the City of Shorewood. In addition, the hire of the new Park/Recreation Director proves an opportunity as well, as she currently has the skillset and experience to manage the SCEC website and communications, a responsibility that fell previously to the City Communications staff.

We determined that in dividing up the duties of the Communications/Recycling Coordinator position (which until 2021 was a 32-hour a week position) and absorbing them into the four newly created positions, it allows us to take advantage of developing and advancing internal candidates and posting the position for a part time administrative assistant, with duties consistent with entry level office work. The plan values the hard work, commitment, and experience/education of existing employees over that of a new candidate to fill the higher-level position.

Mission Statement: *The City of Shorewood is committed to providing residents quality public services, a healthy environment, a variety of attractive amenities, a sustainable tax base, and sound financial management through effective, efficient, and visionary leadership.*

Upon compensation studies and job match performed for the following positions, it was determined that many of the positions were below, some grossly below, and none of them were above the average range for comparable sized cities in the metro area. Some examples have been included for your reference for the proposed positions. Please see below the suggested organizational changes, the justification for the changes, and the impacts to the budget.

Brenda Pricco

Current Position: Deputy City Clerk
Reports to: City Clerk/HR Director
Pay Grade: 10F \$37.22/hour Non-Exempt

Proposed Position: City Clerk
Reports to: Administrative Services Director
Pay Grade: 12F \$43.01/hour Non-Exempt

Brenda has worked at the City of Shorewood for 7 years. She began her employment in the capacity of Administrative Assistant. Brenda has a Bachelor's degree in Psychology and is educated in Speech-Language Pathology as well. She has previous work experience in administration and teaching. Brenda obtained her 3-Year Clerk Certification of MN Certified Municipal Clerk while performing her duties here and was promoted to Deputy City Clerk in 2019 after the City Clerk was promoted to City Clerk/Human Resource Director adding the HR duties to her role. Brenda has been developing and working toward advancement to a City Clerk role and is ready and willing to accept the added responsibilities and challenges of that role. She has had exemplary performance at the highest level over the course of her employment and is an extremely valuable asset to the City of Shorewood.

Nelia Criswell

Current Position: Administrative Assistant
Reports to: City Clerk/HR Director
Pay Grade: 3E \$19.97/hour Non-Exempt

Proposed Position: Administrative/Communications Coordinator
Reports to: Administrative Services Director
Pay Grade: 8B \$27.51/hour Non-Exempt

Nelia has worked at the City of Shorewood for 3-1/2 years. She began her employment in the capacity of Part-Time Administrative Assistant but was promoted to Full-Time status in January of 2020. Nelia has a Bachelor's degree in Business Administration. She has previous work experience as an office manager, in accounts receivable, payable and payroll as well as organizational management. Nelia currently assists in the newsletter process and is adept with social media platforms. She has been working toward a goal of performing additional duties in the communications area. Nelia is ready and willing to accept the added responsibilities and challenges of this new role.

She has had exemplary performance at the highest level over the course of her employment and is an extremely valuable asset to the City of Shorewood.

Miechelle Norman

Current Position: Administrative Assistant

Reports to: City Clerk/HR Director

Pay Grade: 3D \$18.72/hour Non-Exempt

Proposed Position: Administrative/Recycling Coordinator

Reports to: Administrative Services Director

Pay Grade: 8Min \$26.41/hour Non-Exempt

Miechelle has worked at the City of Shorewood for 1-1/2 years. She began her employment in the capacity of Part-Time Administrative Assistant, where she remains currently but has taken on an expanding role helping at the Community and Event Center and with events. She also has served as a head election judge for many years for the City of Shorewood elections. Miechelle has a Bachelor's degree in History with a minor in Spanish. She has previous work experience in meeting/event planning, public sector parks experience, teaching and is a Certified Meeting Professional (CPM). Miechelle has been working toward advancement opportunities with the city and is ready and willing to accept the added responsibilities of this new role. She is knowledgeable in recycling activities and has extensive experience planning events. She has had exemplary performance at the highest level over the course of her employment and is an extremely valuable asset to the City of Shorewood.

Sandie Thone

Current Position: City Clerk/Human Resource Director

Reports to: City Administrator

Pay Grade: 13Max \$47.61/hour Exempt

Proposed Position: Administrative Services Director

Reports to: City Administrator

Pay Grade: 15F \$52.99/hour Exempt

Sandie has worked at the City of Shorewood for 5-1/2 years. She began her employment in the capacity of City Clerk. Sandie has a Bachelor's degree in Organizational Management and Leadership and a Master's degree in Human Resources Management. She has worked in municipal government for 17 years, with 15 years of supervisory experience, 12 years of City Clerk and Elections Administration experience, 8 years of Human Resource experience, 8 years of Communications experience and 2 years as a City Administrator/Clerk and Zoning Administrator. Sandie is currently the President of IPMA-HR MN Chapter and has her MN Certified Municipal Clerk (MCMC). In 2019 Sandie was promoted from City Clerk to City Clerk/HR Director for the City of Shorewood. Sandie has been working toward advancement to an Administrative Services or Assistant City Administrator role and is ready and willing to accept the added responsibilities and challenges of that role. She has had exemplary

performance at the highest level over the course of her employment and is an extremely valuable asset to the City of Shorewood.

In addition, the Part-Time Administrative Assistant position description is attached for your reference as well as the Communication/Recycling Coordinator position description.

Below are comparable salaries for similar positions of cities of similar size: Please note that years of service will affect the salaries and is not indicated in this snapshot.

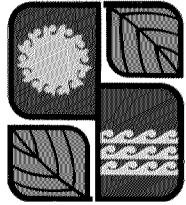
City Clerk	Admin/Comm	Admin/Recycling	Admin Svcs Director
Proposed \$43.01	Proposed \$27.51	Proposed \$26.41	Proposed \$52.99
Minnetrista \$37.20	Minnetrista \$25.41	Minnetrista \$30.75	Minnetrista \$49.52
New Hope \$43.70	Champlin \$24.55	Lino Lakes \$23.02	Moundsview \$54.50
Mendota Hts \$39.74	Farmington \$28.19	Rosemount \$26.15	Stillwater \$53.73

Financial Considerations: The overall impact of replacing 4 FT staff and 1 PT staff in the Administration department with the exact amount of 4 FT staff and 1 PT staff in the proposed structure as delineated above and in the attached job descriptions results in a total budget impact, including wages and benefits of \$11,484 to the 2023 budget. Finance Director Rigdon has performed and provided the impact calculations of the proposed organizational changes. It should be noted it will only have a slight impact on the 2022 budget as it is planned to be implemented, if approved, on November 1, 2022 as duties will be immediate for the employees affected.

Action Requested: Staff respectfully recommends the city council accept the resignation of Julie Moore. Staff respectfully recommends the city council approve the organizational changes as presented or suggest changes and approve the advertisement and recruitment for the Part-Time Administrative Assistant position as presented.

Motion, second and simple majority vote required.

Connection to Vision/Mission: Consistency in providing residents quality public services, a healthy environment, a sustainable tax base, and sound financial management through effective, efficient, and visionary leadership.



CITY OF
SHOREWOOD

POSITION TITLE: Communications/Recycling Coordinator (32-hour Position)
DEPARTMENT: Administration
ACCOUNTABLE TO: City Clerk/Human Resources Director

OBJECTIVE AND SCOPE

The Communications Coordinator is responsible for a variety of communications related duties including design, preparation, and production of the City Newsletter and other communication publications, managing the City websites, and provides assistance to City staff in preparation of effective communications. The incumbent also provides assistance with audio/video production of meetings and special events. The position is also responsible for the city's recycling, yard waste, and other solid waste related programs.

ESSENTIAL FUNCTIONS OF THE POSITION

A. Responsible for Communications

1. Responsible for production of monthly Newsletter and Shorewood Community and Event Center events including identifying and researching projects and special interest items.
2. Edits copy; proofs for grammatical and spelling errors.
3. Arranges and takes photos for the Newsletter.
4. Prepares final draft for printing and coordinates production and mailing of final product with Printer Service, Mail Service, and for email list.
5. Designs and produces fliers, brochures and other informational pieces as requested for Parks, Shorewood Community and Event Center, and other departments as needed.
6. Works with staff and contractors on communication plans for special projects, classes and events, and upon request, assist with meeting presentations. Works with staff on communications and events for Shorewood Community and Event Center and Park and Recreation programming.
7. Serves as the Public Alert System administrator, communicating and administering the system for the City of Shorewood.

B. Website and On-line Services

1. Responsible for performing updates to three websites: City of Shorewood, Arctic Fever and Shorewood Community and Event Center and ensures information is up-to-date.
2. Responsible for posting updates to the city's Facebook and other social media sites on timely and pertinent information.
3. Researches and reviews continuous improvements to the City website to include the addition of on-line services for residents and the general public, ways to enhance resident input and communication with the city.

C. Audio/Video Production

1. Maintains audio/video equipment in Council Chambers, which involves working with equipment vendor.
2. Serves as audio-video recorder for Council meetings, as needed and trains other staff in audio-video processes.
3. Coordinates with the LMCC the production of city events for cablecast.

D. Recycling Coordinator

1. Works with Hennepin County to meet county recycling requirements.
2. Reviews current and new recycling opportunities.
3. Works with Recycling Contractor on public education.
4. Attend county and district recycling meetings.
5. Responds to resident's questions regarding the city's recycling program.
6. Provides recycling-related informational pieces for newsletter and website articles.
7. Co-coordinates the city-wide recycling and environmental activities and special programs such as Spring Clean-up.

E. Coordinates Grant Opportunities

1. Seeks grant opportunities pertinent to current city programs, goals and objectives.
2. Prepares grant applications and background information for consideration by city council; may involve working with city staff or others.

3. Submits grant application and, if awarded, follows-up on requirements to receive the grant.
 4. Maintains records, prepares and submits annual municipal recycling grant and application for State funding.
- F. Performs other duties as apparent or assigned. These examples are intended as illustrative of various types of work performed, and are not all inclusive. The job description is subject to change as the needs of the employer and requirements of the position change.

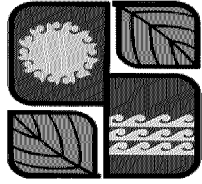
EDUCATION and/or EXPERIENCE

This position requires Bachelor's Degree in communications, journalism, writing, or related field and at least two years experience editing newsletters or similar publications and maintaining multiple websites or a combination of education and experience in communications, graphic arts, editing, or journalism. Experience working for a city, county, or state agency preferred.

OTHER KNOWLEDGE, SKILLS AND ABILITIES

- Working knowledge of municipal operations, procedures and functions.
- Knowledge of correct English language usage, including grammar and spelling; visual proofreading skills.
- Ability to read and interpret documents and procedure manuals.
- Utilizes effective communicate skills both verbally and in writing with elected officials, supervisors, other employees and the general public.
- Ability to prepare reports and correspondence.
- Experience with computer operations and proficient use of Microsoft Office (Word, Excel, PowerPoint, Outlook, etc); Adobe Photoshop; Adobe In-Design; Dreamweaver, and capable of learning other software programs as required.
- Familiar with operation of various types of office equipment.
- Capable of making arithmetic computations using whole numbers, fractions and decimals. Ability to compute rate, ratios and percentages.
- Must coordinate activities with minimum supervision, and work as a team member, as well as independently.
- Understanding concepts of print and layout design, and knowledge of typesetting principles.
- Ability to prioritize and organize work effort to meet deadlines.
- Adheres to the values and behaviors established for employees of the city of Shorewood.

In compliance with the American With Disabilities Act the following represents the Physical and Environmental Demands: The position requires an equal amount of time spent standing, walking, and sitting. Lifting, pushing/pulling, or carrying objects weighing up to twenty five (25) pounds is required. Climbing, stooping, kneeling, crouching, crawling, twisting, and bending are sometimes required. Repetitive movements of the hands are required. Audio, visual, and verbal functions are essential functions to performing this position. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus. Also must understand safety policies and actively promote safe practices in the workplace, based on annual safety training. While performing the duties of this job, the employee occasionally works near moving mechanical parts.



CITY OF
SHOREWOOD

POSITION TITLE:	Administrative & Recycling Coordinator
DEPARTMENT:	Administration
ACCOUNTABLE TO:	Administrative Services Director
FLSA STATUS:	Non-Exempt
PAY GRADE:	8

POSTION SUMMARY

The Administrative & Recycling Coordinator is part of a team that promotes a positive customer experience within the Administration department and contributes to the city's mission of providing resident's quality public services through effective, efficient, and visionary leadership. In addition, they provide recycling support to the community by managing recycling programs, promoting recycling events and education, yard waste, organics and other related sustainability programming.

ESSENTIAL FUNCTIONS OF THE POSITION

ADMINISTRATION RESPONSIBILITIES

1. Customer Service: Phone communications, answering phones and providing information to callers or routes call to appropriate department/person. Assists walk-in customers at front counter with items such as the acceptance and/or issuance of various applications, licenses and building permits.
2. Ensures that front-desk information is organized and accessible. Receives, sorts, opens, date-stamps and distributes all incoming correspondence, including mail and packages received at the city.
3. Processes building permits; schedules building inspections appointments and prepares inspection slips.
4. Purchases office supplies and monitors office supply inventory. Upon request, purchases furnishings and equipment for all departments.
5. Assists with preparing receipts and daily deposit, balances petty cash and submits to Finance Department. Assists when need for processing utility billing payments.

6. Assists in the administration of all elections including but not limited to: attend training sessions; answering inquiries, issuance of absentee ballots, maintenance of files and reports, and assembly and maintenance of voting precinct supply boxes.
7. Assist with processing various licenses/permits such as Dog Kennel, Horse Stable Permits, Fertilizer Applicator Licenses, Gambling Permits (temporary and biennial); Solicitors; special event and parking permits.
8. Organize and maintain administrative filing system; uses the records retention schedule to maintain files. Assist with preparation of general city-related informational pieces and new resident information packets.
9. Assist with preparation and distribution of Council meeting agenda packets, as needed.
10. Assists with public works or engineering projects and lists as needed and forward emergency notifications.
11. Schedules Water and Sewer inspections for the public works department.
12. Performs other duties as apparent or assigned

RECYCLING AND SUSTAINABILITY RESPONSIBILITIES

1. Works with Hennepin County to meet county recycling requirements.
2. Reviews current and new recycling opportunities.
3. Works with Recycling Contractor on public education.
4. Attend county and district recycling meetings.
5. Responds to resident's questions regarding the city's recycling program.
6. Provides recycling-related informational pieces for newsletter and website articles.
7. Coordinates the city-wide recycling and environmental activities and special programs such as Spring Clean-up and Shredding events.
8. Assists with grant opportunities and other programs consistent with the City's sustainability and recycling goals and objectives. Manages requirements of various grants and programs. Maintains records and assists with preparation to submit annual municipal recycling grant and application for State funding.

MINIMUM REQUIREMENTS

Minimum Qualifications: High school diploma or GED; two years office, clerical and customer service experience. One year of increasing responsibility in programming for events and knowledge of recycling programs preferably in the public sector. Experience with multi-line telephone system and a variety of office equipment. Training in Microsoft Office Products (Word, Excel, PowerPoint).

DESIRED QUALIFICATIONS

Desired qualifications include an Associates or Bachelor's degree in Business Administration, or a related field and three years of customer service experience and two years of increasing responsibility in recycling programming and event planning in a public sector or related position.

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.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

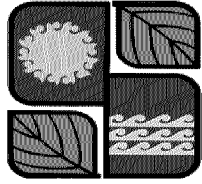
- Knowledge of governmental, municipal policies, operation, organization.
- Encourages respect and team spirit for fellow employees.
- Knowledge of correct English language usage, grammar, spelling; proofreading.
- Knowledge of recycling and sustainability programming.
- Knowledge of event planning and community education.
- Ability to read and interpret documents, and procedure manuals.
- Encourages suggestions and ideas that improve quality of service.
- Effective communication both verbally and in writing, reports and correspondence.
- Excellent customer service skills and ability to develop positive relationships with employees and managers.
- Maintain complete, accurate records, and knowledge of records retention practices.
- Experience with computer operations and proficient use of Microsoft Office (Word, Excel, PowerPoint, Outlook, etc)
- Familiar with operation of various types of office equipment.
- Capable of making arithmetic computations using whole numbers, fractions and decimals. Ability to compute rate, ratios and percentages.
- Knowledge of election procedures.
- Ability to prioritize and organize work effort to meet deadlines.
- Adheres to the core values and behaviors established for employees of the City of Shorewood.

PHYSICAL DEMANDS

Physical effort is light, with lifting or carrying limited to 25 pounds intermittently. There is some pressure associated with project or activity deadlines. Report preparation and writing may at times require extended use of a keyboard. Work interruptions are frequent.

WORK ENVIRONMENT

Work is mostly performed in an office environment. There is occasional driving to locations near the city or in the metro area. At times, the job may involve handling and calming individuals who are emotionally charged over an issue.



CITY OF
SHOREWOOD

POSITION TITLE:	Administrative & Communications Coordinator
DEPARTMENT:	Administration
ACCOUNTABLE TO:	Administrative Services Director
FLSA STATUS:	Non-Exempt
PAY GRADE:	8

POSTION SUMMARY

The Administrative & Communications Coordinator is part of a team that promotes a positive customer experience within the Administration department and contributes to the city's mission of providing resident's quality public services through effective, efficient, and visionary leadership. In addition, they provide communications support in the design, preparation, and production of the city's newsletter and social media platforms.

ESSENTIAL FUNCTIONS OF THE POSITION

ADMINISTRATION RESPONSIBILITIES

1. Customer Service: Phone communications, answering phones and providing information to callers or routes call to appropriate department/person. Assists walk-in customers at front counter with items such as the acceptance and/or issuance of various applications, licenses and building permits.
2. Ensures that front-desk information is organized and accessible. Receives, sorts, opens, date-stamps and distributes all incoming correspondence, including mail and packages received at the city.
3. Processes building permits; schedules building inspections appointments and prepares inspection slips.
4. Purchases office supplies and monitors office supply inventory. Upon request, purchases furnishings and equipment for all departments.
5. Assists with preparing receipts and daily deposit, balances petty cash and submits to Finance Department. Assists when need for processing utility billing payments.

6. Assists in the administration of all elections including but not limited to: attend training sessions; answering inquiries, issuance of absentee ballots, maintenance of files and reports, and assembly and maintenance of voting precinct supply boxes.
7. Assist with processing various licenses/permits such as Dog Kennel, Horse Stable Permits, Fertilizer Applicator Licenses, Gambling Permits (temporary and biennial); Solicitors; special event and parking permits.
8. Organize and maintain administrative filing system; uses the records retention schedule to maintain files. Assist with preparation of general city-related informational pieces and new resident information packets.
9. Assist with preparation and distribution of Council meeting agenda packets, as needed.
10. Assists with public works or engineering projects and lists as needed and forward emergency notifications.
11. Schedules Water and Sewer inspections for the public works department.
12. Performs other duties as apparent or assigned

COMMUNICATIONS RESPONSIBILITIES

1. Responsible for production of monthly Newsletter including identifying and researching projects and special interest items. Edits copy; proofs for grammatical and spelling errors. Arranges and takes photos for the Newsletter. Prepares final draft for printing and coordinates production and mailing of final product with Printer Service, Mail Service, and for email list.
2. Responsible for posting updates to the city's Facebook and other social media sites on timely and pertinent information.
3. Assists with City website maintenance when needed.
4. Assists with event flyers and marketing materials when needed.

MINIMUM REQUIREMENTS

Minimum Qualifications: High school diploma or GED; two years office, clerical and customer service experience. One year of increasing responsibility in communications and/or newsletter editing or website maintenance. Experience with multi-line telephone system and a variety of office equipment. Training in Microsoft Office Products (Word, Excel, PowerPoint).

DESIRED QUALIFICATIONS

Desired qualifications include an Associates or Bachelor's degree in Business Administration, Communications or a related field and three years of customer service experience and two years of communications experience in a public sector or related position.

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.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

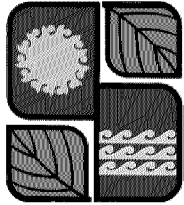
- Knowledge of governmental, municipal policies, operation, organization.
- Encourages respect and team spirit for fellow employees.
- Knowledge of correct English language usage, grammar, spelling; proofreading.
- Knowledge of print/electronic media and newsletter editing and publication
- Knowledge of social media platforms and best practices
- Ability to read and interpret documents, and procedure manuals.
- Encourages suggestions and ideas that improve quality of service.
- Effective communication both verbally and in writing, reports and correspondence.
- Excellent customer service skills and ability to develop positive relationships with employees and managers.
- Maintain complete, accurate records, and knowledge of records retention practices.
- Experience with computer operations and proficient use of Microsoft Office (Word, Excel, PowerPoint, Outlook, etc)
- Familiar with operation of various types of office equipment.
- Capable of making arithmetic computations using whole numbers, fractions and decimals. Ability to compute rate, ratios and percentages.
- Knowledge of election procedures.
- Ability to prioritize and organize work effort to meet deadlines.
- Adheres to the core values and behaviors established for employees of the City of Shorewood.

PHYSICAL DEMANDS

Physical effort is light, with lifting or carrying limited to 25 pounds intermittently. There is some pressure associated with project or activity deadlines. Report preparation and writing may at times require extended use of a keyboard. Work interruptions are frequent.

WORK ENVIRONMENT

Work is mostly performed in an office environment. There is occasional driving to locations near the city or in the metro area. At times, the job may involve handling and calming individuals who are emotionally charged over an issue.



CITY OF
SHOREWOOD

POSITION TITLE:	City Clerk
DEPARTMENT:	Administration
ACCOUNTABLE TO:	Administrative Services Director
FSLA STATUS:	Non-Exempt
PAY GRADE:	12

POSITION SUMMARY

The City Clerk is responsible for the statutory duties of the city such as maintaining all municipal records and coordinating city elections. The City Clerk is responsible for the preparation, custody, preservation, and distribution of official city documents; prepares agenda and supporting material for City Council meetings; responds to public and staff inquiries; prepares and processes permits and licenses.

ESSENTIAL FUNCTIONS OF THE POSITION

CITY CLERK RESPONSIBILITIES

1. Prepares notices and legal publications for publication in the newspaper and complies with state statutes and local ordinances regarding public notification.
2. Administer all licenses and general permits, such as liquor, tobacco, waste haulers, tree trimmers, dogs, and stable permits.
3. Serves as the city's election administrator including maintenance of election records; recruiting and training of election judges and staff; candidate filing and campaign financial reporting; publication of legal notices, managing absentee ballot process; maintenance of election equipment and supplies; conducting election equipment testing; setting up polling sites and supervising election day procedures.
4. Attend seminars, workshops, and city clerk professional organization meetings as necessary and related to the position.

5. Coordinates timely preparation of a wide variety of documents for city council and various city commissions and boards; including reports, agendas, agenda packets, resolutions, minutes, and ordinances.
6. Assists in the administration of all elections including but not limited to: attend training sessions, answering inquiries, issuance of absentee ballots, maintenance of files and reports, and assembly and maintenance of voting precinct supply boxes.
7. Assist with processing various licenses/permits such as liquor, tobacco, dog kennel, horse stable and licenses for fertilizer applicator, gambling (temporary and biennial), solicitors, fireworks, special event and parking permits. Prepares license renewal letters and reviews submitted applications; follows up with the applicant as necessary.
8. Serves as the City's records manager, maintaining all official city records: Direct the recording, filing, maintenance, distribution, storage, retention coordination, retrieval and disposal of vital city records such as the city code, minutes, resolutions, meeting packets, ordinances, contracts and agreements, oaths of office, deeds, easements, and leases. Sign, certify and/or notarize official documents; proofread minutes, resolutions and other city documents for accuracy.
9. Organize and maintain administrative filing system including Laserfiche; uses the records retention schedule to maintain files. Serves as Laserfiche Administrator. Assists employees with Laserfiche filing system and process and set-up new employees and annual maintenance.
10. Designated the "designee" for responding to data request pursuant to the MNGDPA. Provide support to the Responsible Authority and serve as back-up in their absence.
11. Assists with Audio/Video production and coordinate with LMCC and production staff and equipment vendor for city meetings and other events. Coordinate with minute taking staff and manage contracts for Timesavers.

ADMINISTRATION RESPONSIBILITIES

1. Supports and backs up for administrative staff in handling correspondence, mail, and various inquiries, involving building inspection, water meters and tree or weed maintenance.
2. Serves as the Public Alert System administrator, communicating and administering the system for the City of Shorewood.

3. Recommends office purchases and maintains postal machine and maintenance of copiers and general office equipment.
4. Assists with communications; Prepares weekly e-news on various topics: General city e-news and others.
5. Assist with other duties and special projects as apparent or assigned.
6. Serves as a back-up for administrative staff in answering phone calls, providing information, assisting walk-in customers, or with acceptance and/or issuance of various applications, licenses and permits.
7. Assists with issuing notices and inspection records for city Weed Inspector.
8. Assists with organizing and maintaining engineering project files
9. Maintains contract data, electronic records and water meter inventory.
10. Performs other duties as apparent or assigned.

MINIMUM REQUIREMENTS

Minimum Qualifications: High school diploma or GED; possess certified municipal clerk designation (MCMC) or ability to obtain certification within three years of hire; two years office, clerical and customer service experience, preferably in the public sector or a municipality; experience with multi-line telephone system and a variety of office equipment. Training in Microsoft Office Products (Word, Excel, PowerPoint)

DESIRED QUALIFICATIONS

Desired qualifications include a Bachelor's degree in Public Administration, Business Administration or a closely related field and three years of City Clerk, Deputy Clerk experience in the public sector or a related position.

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.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of governmental, municipal policies, operation, organization.
- Encourages respect and team spirit for fellow employees.
- Knowledge of correct English language usage, grammar, spelling; proofreading.
- Knowledge of principles/practices of public/media relations; print/electronic media
- Ability to read and interpret documents, and procedure manuals.
- Encourages suggestions and ideas that improve quality of service.

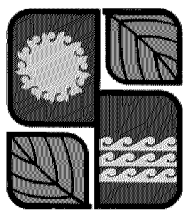
- Effective communication both verbally and in writing, reports and correspondence.
- Excellent customer service skills and ability to develop positive relationships with employees and managers.
- Maintain complete, accurate records, and knowledge of records retention practices.
- Experience with computer operations and proficient use of Microsoft Office (Word, Excel, PowerPoint, Outlook, etc)
- Familiar with operation of various types of office equipment.
- Capable of making arithmetic computations using whole numbers, fractions and decimals. Ability to compute rate, ratios and percentages.
- Knowledge of election procedures.
- Ability to train election judges, volunteers.
- Ability to maintain the highest level of confidentiality when dealing with private or sensitive information.
- Skill delivering verbal presentations to the city council, employees, and others.
- Ability to prioritize and organize work effort to meet deadlines.
- Adheres to the core values and behaviors established for employees of the City of Shorewood.

PHYSICAL DEMANDS

Physical effort is light, with lifting or carrying limited to 25 pounds intermittently. There is some pressure associated with project or activity deadlines. Report preparation and writing may at times require extended use of a keyboard. Work interruptions are frequent.

WORK ENVIRONMENT

Work is mostly performed in an office environment. There is occasional driving to locations near the city or in the metro area.



CITY OF
SHOREWOOD

POSITION TITLE: Administrator Services Director
DEPARTMENT: Administration
ACCOUNTABLE TO: City Administrator
FLSA: Exempt
PAY GRADE: 15

POSITION SUMMARY

The Administrative Services Director reports to the City Administrator and is primarily responsible for all Administration and Human Resources related functions for the city. The position is responsible for the day-to-day operations and supervision of Administration, Human Resources, the City Clerk's office, Communications and Recycling. In addition, the position coordinates with IT services in its support for city equipment and employees. The City Clerk, the Administrative/Communications Coordinator, the Administrative/Recycling Coordinator, and the Administrative Assistant are direct reports to this position.

ESSENTIAL FUNCTIONS OF THE POSITION

ADMINISTRATION RESPONSIBILITIES

1. Administration and Management: Responsible for management of the day-to-day operation of the city office. Responsible for supervision and development of administrative staff. Serves as a member of the City's management team. Provide information and recommendations regarding operations; assists in making decisions relating to day-to-day operations and processes. Carry out supervisory responsibilities relating to administrative support staff in accordance with the City's policies and applicable laws, to include coordinating clerical support functions; training and evaluation; reviewing employment applications, interviewing and recommending applicants for employment. Answers a variety of public inquiries regarding municipal practices, policies, procedures, licensing and applications. Prepares and manages the Administration budget.
2. City Clerk's Office: Responsible for management and oversight of the City Clerk's office, including staffing, mentoring, coaching, training, elections, licensing, records management, data practices, agenda process.
3. Communications: Responsible for management and oversight of City Communications. Serves as city website Administrator. Assists in public

relations with media inquiries as directed by the City Administrator, from citizens, other mass media agencies in the form of inquiries, press releases, and maintains professional relationships with media and outside groups. Oversight of the preparation, production and maintenance of printed and electronic communications including newsletter, website, E-news, social media, resident information, and other informational materials. Responsible for developing key communication issues and information opportunities and develop strategies to maximize opportunities city wide. Provides support and assistance for city events, the community center and other city affiliated organizations and partners. Works with contractors and city staff on special projects or requests.

4. Budget Process: Plans for, prepares and administers the Administration, Elections, City Council, City Facilities, and Recycling budgets. Works as a team member with other executive staff in preparation of overall final budget as directed by the City Administrator.
5. Technology Coordination: Coordinates with IT for support services and oversees the technology for city operations. Directs and assists with software training. Determines maintenance and replacement schedules for technology equipment and provide direction on future technology needs of the city. Serves as conduit for technology vendors for overall maintenance needs. Troubleshoot and communicate software and hardware issues to IT network provider and software service providers, and follow-up to resolve issues. Oversees Audio/Video production and staff for meetings and special events. Works with LMCC and technology vendors to maintain and coordinate the production of meetings and city events.
6. Facilities and Contract Management: Responsible for managing contract for services and oversight of city vendors such as the city hall custodial service, mat services, shredding services, pest control services, etc. Prepares and manages the Facilities budget.
7. City Administrator Support: Provides assistance to the City Administrator including preparation of correspondence, reports, resolutions and ordinances and provides relevant research or field expertise when requested.
8. Project Management/Research: Responsible for project management as assigned or relevant, including human resources, communications, legislative, or city-initiated initiatives. Responsible for researching laws, policies, ordinance background, legislative activities, professional and peer associations to support thoughtful change.
9. City Council Support: Attend city council meetings: Oversees the preparation and distribution of the city council meeting agendas; oversees

City Recorder, Audio/Visual production and staffing, and production and staffing for council meeting minutes. Coordinates training and onboarding for city council members. Prepares and manages the City Council budget.

9. Data Requests: Designated the “responsible authority” for responding to data requests. Attend training and conduct research to support the city in MN Government Data Practices Act.
10. Elections: Oversees and offers assistance and training regarding the City’s election administration and process. Oversees the maintenance of election records; recruiting and training of election judges and staff; candidate filing and campaign financial reporting; publication of legal notices, managing absentee ballot process; maintenance of election equipment and supplies; conducting election equipment testing; setting up polling sites and supervising election day procedures. Prepares and manages the Election budget.
11. Recycling: Oversees recycling programs and administration. Seeks and prepares grant opportunities for consideration by the city council and monitors grant programs. Oversees city recycling and sustainability programs, including Spring Clean-Up, Shred events, city-wide recycling program. Prepares and manages the Recycling budget.
12. Performs other duties as apparent or assigned.

HUMAN RESOURCES RESPONSIBILITIES

1. Staffing and Recruitment: Responsible for all aspects of staffing for full time, part-time and seasonal positions, including recruitment, interviewing, hiring, and onboarding processes. Responsible for Background Investigations and Assessments on new hires. Responsible for coordinating new hire orientation and onboarding. Ensures city compliance in hiring requirements of Americans with Disability Act and other federal and state regulations including Veteran’s Preference.
2. Benefit Administration: Administers benefits program including but not limited to: Health, LTD, life insurance, dental, and deferred compensation for new hires, current employees and retirees. Develops and maintain relationships with all benefit vendors. Stays relevant in new benefit offerings and understanding what employees benefit preferences are. Develops and oversees the open enrollment process. Administers and maintains the online employee benefit portal and trains new employees in how to use it. Resolves benefit issues, provides benefit support and answers questions.
3. Human Resources Leadership: Provides leadership, guidance and recommendations in human resources strategies and policy development

- under the direction of the City Administrator. Manages human resources functions and activities including employee engagement, training, development, retention strategies, regulatory compliance, performance management and personnel policies. Provide human resources support for department heads and employees alike with various requests or advisement. Prepare programming to allow for employee engagement and development. Recommend and support employee training initiatives. Stay active and connected in outside leadership opportunities and committee board to continue growing HR expertise and knowledge to support the city's workforce.
4. Contract Negotiations: Assists City Administrator with negotiating collective bargaining agreements, interpreting labor contracts and preparing for grievances or arbitrations. Serves on the city negotiation team.
 5. Human Resource Laws: Responsible for maintaining compliance with applicable federal and state laws and regulations. Responsible for maintaining personnel files under mandated records retention schedule and data practices, organized for confidentiality. Responsible for maintaining and updating the city's personnel policy to ensure it is up to date with current laws and practices. Stays relevant with Non-DOT and DOT drug and alcohol testing protocols. Serves as the reference for employee policies and personnel matters.
 6. Human Resource Discipline, Investigations, and Termination: Responsible for assisting and providing direction and support to the City Administrator or other management staff on employee discipline, workplace investigations, and or termination. Responsible for maintaining documentation related to disciplinary actions.
 7. Human Resources Reporting: Prepares Pay Equity report. Coordinates compensation plan administration job analysis and annual salary survey. Prepares and submits all required Safety training and OSHA reports.
 8. Human Resource Relations: Provide for employee development programs, employee engagement programs, and positive employee relations. Maintain and manage the Performance Management process.
 9. Human Resource Administration: Administer all leaves of absence including; the Family Medical Leave Act (FMLA), non-FMLA, injury on duty, short-term disability, long-term disability and military leave. Administers and files all workers compensation claims with the city's insurance company. Maintains worker's compensation files in compliance with state law.
 10. Human Resources/Safety: Maintains and records all OSHA required safety records and prepares and submits annual reports. Completes First Reports of Injuries and determines course of action.

11. Compensation and Payroll Support: Serves as back-up for payroll processing and answers employee's questions as they relate to compensation and payroll. Researches and recommends compensation plans, market analysis studies and generally keeps abreast of trends and developments in the job and compensation market.

SUPERVISORY RESPONSIBILITIES

Carries out supervisory responsibilities of all employees within the administration department. Responsibilities include training; planning, assigning, and directing work; evaluating performance; rewarding employees; disciplining employees including oral and written reprimands and the ability to suspend; transferring; adjusting grievances; addressing complaints and resolving problems of employees. Responsibilities also include the ability to effectively recommend hiring; promoting; demoting; and discharging employees.

MINIMUM REQUIREMENTS

Requires a Bachelor's degree in Human Resource Management, Organizational Leadership and Management, Business Administration, Public Administration, or a closely related field and four or more years of work experience, including at least two years of Human Resources experience and two years of supervisory experience in a public sector or related position.

DESIRED QUALIFICATIONS

Desired qualifications include a Master's degree in Human Resources Management, Organizational Leadership and Management, Public Administration, Business Administration or a closely related field and six years of experience, with at least three years of Human Resources experience and three years of supervisory experience in a public sector or related position.

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.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of governmental, municipal policies, operation, organization.
- Encourages respect and team spirit for fellow employees.
- Knowledge of correct English language usage, grammar, spelling; proofreading.
- Knowledge of principles/practices of public/media relations; print/electronic media
- Ability to read and interpret documents, and procedure manuals.
- Encourages suggestions and ideas that improve quality of service.
- Knowledge of human resources administration, principles, practices and techniques including legal requirements.
- Effective communication both verbally and in writing, reports and correspondence.

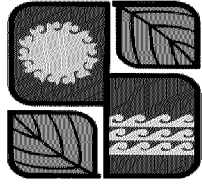
- Web content design and management.
- Excellent customer service skills and ability to develop positive relationships with employees and managers.
- Maintain complete, accurate records, and knowledge of records retention practices.
- Experience with computer operations and proficient use of Microsoft Office (Word, Excel, PowerPoint, Outlook, etc)
- Familiar with operation of various types of office equipment.
- Capable of making arithmetic computations using whole numbers, fractions and decimals. Ability to compute rate, ratios and percentages.
- Knowledge of election procedures.
- Ability to train and supervise employees, election judges, volunteers.
- Ability to maintain the highest level of confidentiality when dealing with private or sensitive information.
- The ability to provide leadership to and motivate employees.
- Skill delivering verbal presentations to the city council, employees, and others.
- Ability to prioritize and organize work effort to meet deadlines.
- Adheres to the core values and behaviors established for employees of the City of Shorewood.

PHYSICAL DEMANDS

Physical effort is light, with lifting or carrying limited to 25 pounds intermittently. There is a need to deliver training or presentations, which may involve up to several hours of public speaking in front of employee groups or the city council and an audience. There is some pressure associated with project or activity deadlines. Report preparation and writing may at times require extended use of a keyboard. Work interruptions are frequent.

WORK ENVIRONMENT

Work is mostly performed in an office environment. There is occasional driving to locations near the city or in the metro area. At times, the job may involve handling and calming individuals who are emotionally charged over an issue.



CITY OF
SHOREWOOD

POSITION TITLE:	Administrative Assistant – Part-Time (20 hours/week)
DEPARTMENT:	Administration
ACCOUNTABLE TO:	Administrative Services Director
FSLA STATUS:	Non-Exempt
PAY GRADE:	5

POSITION SUMMARY

The Administrative Assistant is part of a team that promotes a positive customer experience within the Administration department and contributes to the city's mission of providing resident's quality public services through effective, efficient, and visionary leadership. This position provides customer service and office support for the administration department.

NATURE OF WORK

The Administrative Assistant in the Administration Department performs a variety of moderate clerical support work that requires general knowledge of Microsoft applications and office procedures and excellent customer service skills.

ESSENTIAL FUNCTIONS OF THE POSITION

CUSTOMER SERVICE

1. Phone communications, answering phones and providing information to callers or routes call to appropriate department/person.
2. Greets and assists walk-in customers at front counter with items such as the acceptance and/or issuance of various applications, licenses and building permits. Collects payments and issues receipts for various payments for city services.
3. Ensures that front-desk information is organized and accessible.

ADMINISTRATIVE SERVICES

1. Receives, sorts, opens, date-stamps and distributes all incoming correspondence, including mail and packages received at the city.
2. Processes building permits and schedules building inspections appointments and prepares inspection slips.

3. Monitors office supply inventory and recommends purchases.
4. Prepares receipts and daily deposit, balances petty cash, processes utility bills.
5. Assist all departments with mailings and scanning documents.
7. Assist with processing various licenses/permits such as Dog Kennel, Horse Stable Permits, Fertilizer Applicator Licenses, Gambling Permits (temporary and biennial); Solicitors; special event and parking permits.
8. Organize and maintain administrative filing system; uses the records retention schedule to maintain files.
9. Assist with preparation and distribution of meeting agenda packets for various departments, as needed and help with meeting set-up.
10. Assist with preparation of general city-related informational pieces and new resident information packets.
11. Assist with other duties and special projects as apparent or assigned.
12. Schedules water and sewer inspections for the public works department.
13. Performs other duties as apparent or assigned.

MINIMUM REQUIREMENTS

Minimum Qualifications: High school diploma or GED; one year of office, clerical and customer service experience. Experience with multi-line telephone system and a variety of office equipment. Training in Microsoft Office Products (Word, Excel, PowerPoint).

DESIRED QUALIFICATIONS

Desired qualifications include an Associate' degree in Business Administration, or a related field and two years customer service experience in an office environment preferably in the public sector.

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.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of governmental, municipal policies, operation, organization.
- Encourages respect and team spirit for fellow employees.
- Knowledge of correct English language usage, grammar, spelling; proofreading.
- Ability to read and interpret documents, and procedure manuals.

- Encourages suggestions and ideas that improve quality of service.
- Effective communication both verbally and in writing, reports and correspondence.
- Excellent customer service skills and ability to develop positive relationships with employees and managers.
- Maintain complete, accurate records, and knowledge of records retention practices.
- Experience with computer operations and proficient use of Microsoft Office (Word, Excel, PowerPoint, Outlook, etc)
- Familiar with operation of various types of office equipment.
- Capable of making arithmetic computations using whole numbers, fractions and decimals. Ability to compute rate, ratios and percentages.
- Ability to prioritize and organize work effort to meet deadlines.
- Adheres to the core values and behaviors established for employees of the City of Shorewood.

PHYSICAL DEMANDS

Physical effort is light, with lifting or carrying limited to 25 pounds intermittently. There is some pressure associated with project or activity deadlines. Work duties may at times require extended use of a keyboard. Work interruptions are frequent.

WORK ENVIRONMENT

Work is mostly performed in an office environment.