



Town of Akron Deputy Clerk

POSITION SUMMARY

The Deputy Town Clerk position is a multi-faceted role and provides a wide range of administrative and clerical support for the Town of Akron. This front-line position is responsible for delivering excellent customer service, managing the front desk, and supporting key municipal functions including utility billing, municipal court operations, cemetery and building permit administration, communications, animal licensing, records retention, and accounts receivable. The role requires professionalism, accuracy, discretion, and strong communication skills. Essential skills for this position include the ability to collaborate across roles and adapt to evolving needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following statements are illustrative of the essential functions of the job and do not include other nonessential or peripheral duties that may be required. The Town of Akron retains the right to modify or change the duties or essential functions of the job at any time.

Customer Service and Front Desk Operations

- Serve as the first point of contact at Town Hall, greeting and assisting the public in person, by phone, and via email.
- Respond to inquiries, provide general information, and direct residents to appropriate departments or employees.
- Handle front desk operations including mail, deliveries, and managing office supplies.
- Maintain a consistent professional and welcoming environment for residents, visitors and employees.

Utility Billing, Customer Accounts and Accounts Receivable

- Manage monthly billing for water, sewer, and trash services.
- Coordinate meter readings and billing cycles.
- Process payments, manage new and closed accounts.
- Issue notices regarding delinquencies or service issues, including submitting property liens to the Washington County Treasurer on an annual basis, as necessary.
- Record and receipt all cash and check transactions unrelated to utility billing.
- Support utility audit and compliance efforts by maintaining accurate, auditable financial records.

Municipal Court Clerk Duties

- Input and process citations, record payments, and submit documentation to the Colorado DMV.
- Coordinate with the Municipal Judge and Prosecutor for court preparation.
- Maintain accurate records of court proceedings, outcomes, and documentation (e.g., warrants, payment plans, deferrals).
- Administer code enforcement abatements in coordination with the Code Officer.
- Initiate lien processing for unresolved abatement invoices.

Other General Assigned Duties

- Manage animal licensing by issuing and tracking licenses, organizing annual vaccination and licensing clinics, and monitoring compliance with approved animal variances.
- Oversee cemetery administration, including the sale and documentation of plots, niches, and perpetual care. Prepare cemetery deeds, maintain accurate burial records, and process all necessary forms and permits such as interment and monument approvals.
- Administer building permits by receiving and processing applications, coordinating inspections with designated Building Inspector/s, and supporting documentation related to dangerous building cases.
- Under the direction of the Town Clerk, support records retention by maintaining organized files, ensuring compliance with retention schedules, managing secure storage and disposal, and assisting with digitization and retrieval.

KNOWLEDGE, SKILLS, & ABILITIES

- Ability to communicate effectively verbally and in writing.
- Proven ability to build and maintain respectful, effective working relationships with citizens, Town staff, elected officials, business owners, and others interacting with the Town.
- Exceptional attention to detail.
- Strong interpersonal skills. Knowledge of proper phone etiquette.
- Highly organized with ability to multi-task, establish priorities and follow them through to completion.
- Ability to work independently and as part of a team.
- Ability to generate creative ideas and continuously look for ways to improve.
- Strong relationship building and conflict resolution skills.
- Experience with Microsoft Office and Google Workspace products, especially Word and Excel.
- Demonstrates a strong desire to learn and adopt new software and processes to enhance the efficiency and effectiveness of the Town of Akron's administration and operations.
- Energetic, positive and outgoing, while able to maintain a professional demeanor.
- Demonstrates teamwork, professionalism, and a positive attitude, even under pressure or during challenging situations, strong decision-making and problem-solving abilities.
- Committed to ethical conduct, fairness, and consistent performance.

WORKING ENVIRONMENT/PHYSICAL REQUIREMENTS

The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk, see and hear, and to use hands to finger, handle, touch or feel. The employee is frequently required to stand, walk, sit, and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and the ability to adjust focus. Most work is performed in a typical office setting. The noise level is usually moderate.

QUALIFICATIONS

- High school diploma or equivalent required.
- Strongly preferred: previous experience in accounting, utility billing, or other cash-handling roles.
- Minimum of two years' experience in a front desk or customer service position strongly preferred; must consistently provide high-quality customer service in all situations.
- Proficiency in data entry, keyboarding, and Microsoft Office required.
- Must be able to pass a background check and drug and alcohol test in compliance with the Town of Akron Personnel Policy.

The Town of Akron is an equal opportunity employer and does not discriminate on the basis of age, race, color, ancestry, religion, creed, national origin, gender, physical or mental disability, sexual orientation, gender identity, or veteran status. The Town complies with all applicable federal and state civil rights laws, including the Civil Rights Act of 1964, Executive Orders 11246 and 11375, Title IX of the Education Amendments of 1972, Sections 503 and 504 of the Rehabilitation Act of 1973, the Vietnam Era Veterans' Readjustment Assistance Act of 1974, the Age Discrimination in Employment Act of 1967 (as amended), the Americans with Disabilities Act of 1990, the Civil Rights Act of 1991, and Colorado civil rights laws. Equal employment opportunity shall be extended to all individuals, and the Town is committed to fair and equitable hiring practices that promote diversity, inclusion, and respect in the workplace. The Town of Akron Administration Office is located at 250 Main Ave, Akron, CO 80720.