



Job Description

Resident Services Specialist & Clerk of Courts

GENERAL STATEMENT OF POSITION: The Resident Services Specialist & Clerk of Courts provides essential administrative support for the Village's municipal operations, with a focus on resident services, court administration, and communication. This position is responsible for managing municipal court functions, coordinating permits, managing public communications, and serving as the primary liaison for resident inquiries.

The role requires strong organizational skills, attention to detail, and communication abilities. They work closely with residents, other Village staff, and external stakeholders to ensure efficient operations and a high level of service to the community. All staff are to personify a philosophy of Integrity, Compassion, Trust, and Dedication.

ESSENTIAL JOB FUNCTIONS

1. Municipal Court Management:

- Administer all municipal court operations, including coordination, scheduling, documentation, inquiries, payments, records, and reporting.
- Facilitate communication and coordination between the Municipal Judge, Village prosecutor, police department, suspects, witnesses, and victims.
- Ensure compliance with all court procedures and reporting requirements.

2. Permit Coordination:

- Oversee the issuance, tracking, and management of building permits in coordination with the Zoning Administrator and Building Inspector.
- Administer Village permits, ensuring timely processing and accurate recordkeeping.
- Manage Building Board operations, including coordination, scheduling, documenting, tracking of project submissions, and drafting of minutes.

3. Resident Services and Communications:

- Serve as the primary point of contact for resident inquiries.
- Manage questions and transactions related to permits, tax payments, pet licenses, elections, requests for information, and other general Village services.
- Coordinate Village website updates, ensuring accurate and timely information.
- Coordinate community messaging, including emails, text alerts, and newsletters.

4. Administrative Support:

- Assist utility billing and meter readings to ensure timely and accurate processing.
- Support initiatives and programs as directed by the Deputy Administrator.
- Provide assistance for special projects and events as needed.

OTHER JOB FUNCTIONS

1. Support other administrative staff during absences or high-demand periods.
2. Assist with the preparation of meeting agendas, minutes, and packets.
3. Attend staff, committee, and Board meetings as needed to support operations.
4. Participate in the planning and coordination of Village events and initiatives.



5. Perform other duties as assigned by Deputy Administrator.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES (KSAs)

1. Knowledge of municipal government operations, including court administration, permit processing, elections, and records management practices.
2. Knowledge of financial principles related to billing, payments, and basic budgets.
3. Knowledge of effective communication techniques tailored for diverse audiences.
4. Skills in organization, time management, and multitasking.
5. Skills in written and verbal communication, with a focus on messaging and accuracy.
6. Skills in using office software and systems to support operational needs.
7. Ability to deliver exceptional customer service and foster positive relationships.
8. Ability to maintain confidentiality, manage sensitive information, and ensure compliance with legal and organizational practices.
9. Ability to adapt, solve problems effectively, and work collaboratively.

EDUCATION AND EXPERIENCE: A high school diploma or equivalent is required. An associate's degree or coursework in a related field is preferred. Candidates should have at least two years of administrative or customer service experience, with preference given to those with municipal government or court operations experience.

WORK CONDITIONS AND PHYSICAL REQUIREMENTS: Work is primarily performed in an office setting, with occasional off-site responsibilities for meetings or events. The position requires the ability to lift or carry materials weighing up to 25 pounds. Flexibility to work evenings is required at least once a month for court obligations and may occasionally be needed to support Village operations or special projects.

ADDITIONAL REQUIREMENTS: The candidate must possess and maintain a valid Wisconsin driver's license. This position is subject to comprehensive background check and pre-employment screenings, including drug testing.

STARTING SALARY: \$61,000 - \$70,000 annually, dependent on qualifications. This position reports to the Clerk & Treasurer and is classified as exempt.

DISCLAIMER

The above is intended to describe the general content and requirements of this position. It is not an exhaustive statement of duties, responsibilities, or qualifications.