

**CITY OF BLACK HAWK**  
**2024 Job Description**

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<b>JOB TITLE:</b>	<b>Information Specialist</b>	<b>DEPARTMENT: Administrative Services</b>
<b>REPORTS TO:</b>	<b>Administrative Services Director</b>	<b>EXEMPT: No</b>
<b>SALARY RANGE: \$33.2640- \$46.5695 / HR</b>		

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## **SUMMARY**

The Information Specialist is an integral part of the Executive Team supporting the Administrative Services Department. The incumbent will help define and will create internal and external marketing materials, signs, banners, and historical plaques. Creativity, expertise in Adobe Suite, and editing/layout experience are paramount for capturing the City's vision through a wide range of communication mediums touting the City's explosive growth and opportunities, attracting entrepreneurs to join the City's emerging Gregory Street Development Plaza and Artisans' Point.

The incumbent shall display initiative, good judgment, and a sense of decorum appropriate and suitable to the executive office.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

### **Communications**

- Maintain City of Black Hawk branding and identity guidelines, form templates, and letterhead.
- Maintain printed branded advertising materials.
- Maintain marketing inventory and branded merchandise supply orders.
- Maintain City website home and review department pages.
- May maintain City social media accounts.
- Greet visitors and respond to common inquiries or complaints from the general public, residents, City employees, officials, and outside agencies in a positive, tactful and expedient manner.
- Ability to effectively present, both in verbal and written form, information for elected officials, members of the Management Team, City employees, the public, and outside agencies.
- Work under pressure and meet deadlines.
- Perform other duties as assigned.

### **Risk Management**

- Assist the Administrative Services Director in preparing annual evaluations of property/casualty and workers' compensation insurance through City's Insurance broker.
- Receive, process, and file property/casualty claims for the City; research the validity of the claim by gathering information, such as police reports, and discuss liability with appropriate management staff and outside insurance company; prepare staff reports, resolutions, and/ or proper correspondence related to claims; prepare documents and gather data to pursue cost recovery and restitution for the City.

- Assist in annual loss control audit and property inspection.
- Perform other duties as assigned.

### **Administrative Services**

- Stay up to date on City policies, procedures, laws, and regulations in response to inquiries and complaints; refer inquiries and process complaints.
- Perform a wide variety of complex, responsible, and confidential office duties.
- Compile information to be used in special projects and reports. Maintain and update all projects, reports, and written files.
- Independently respond to letters and general correspondence of a routine nature.
- Perform a variety of general office support duties, including the following: making copies; receiving, sorting, and time-stamping documents; distributing incoming and outgoing correspondence; and maintaining and ordering office supplies.
- Serve as primary postal and UPS clerk for the City. Pick up, deliver, and process mail from the post office and UPS pickup and delivery. Maintain postage meter machine and shipping accounts.
- Initiate and maintain a variety of files and records relating to the Department.
- Maintain and update resource materials.
- Maintain active membership status of various organizations for the Department.
- Maintain appointment schedules and calendars; arrange meetings and conferences.
- Create and maintain standard operating procedures for Administrative Services Department in Policy and Procedure Manager software.
- Provide notary services for the public and City staff.
- Perform other duties as assigned.

### **City Clerk's Office**

- May assist in assembling City Council agenda items.
- Serve as back up to the Deputy City Clerk, covering office during lunch breaks and vacations.
- Perform other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

None.

### **QUALIFICATIONS**

#### **In-depth knowledge of:**

- Desktop publishing software such as Adobe® Creative Cloud preferred.
- Design Practices.

#### **Knowledge of:**

- English usage, spelling, grammar, and punctuation.
- Current technology for office procedures, methods, and computer equipment.
- Business letter writing and in-depth report preparation.
- Principles and procedures of record keeping.
- Basic financial and accounting methods and procedures.

#### **Functional knowledge and understanding of:**

- City Clerk's Office.
- Property/Casualty insurance.

#### **Ability to:**

- Write, design, and manage city publications.
- Perform varied and complex office and technical, administrative work.
- Follow complex verbal and written instructions.
- Analyze, prepare, and maintain complex reports and records.
- Communicate effectively and concisely, orally and in writing.
- Establish effective working relationships with employees, citizens, various public and private groups, and governmental agencies.
- Prioritize work and address emergencies as necessary.
- Work on multiple projects simultaneously.
- Understand the organization and operation of the City and outside agencies as necessary to assume assigned responsibilities.
- Compile and maintain complex and extensive records and prepare reports.
- Maintain confidential data and information for executive staff.
- Type at speed necessary for successful job performance.
- Work under pressure.
- Meet deadlines.

#### **EXPERIENCE, KNOWLEDGE, AND SKILLS**

- High school or GED graduate, preferably supplemented by college-level coursework in business, journalism, marketing, or a related field.
- Five years of progressively responsible administrative support and/or communications experience.
- Thorough knowledge of modern office procedures and practices.
- Knowledge of business math and basic accounting.
- Skill in the use and care of a variety of software and office machines and equipment.
- Strong knowledge of other City departments and how they interrelate in the daily business of the City.
- Background in communications, marketing, and graphic design preferred.
- Background in property/casualty claims processing desired.

#### **EQUIPMENT USED**

Constant daily use: telephones, cell phones, computers, software, calculators, copy machines, fax machines, and scanners.

#### **COMMUNICATION SKILLS**

- Ability to respond to common inquiries or complaints from the general public, residents, City employees, officials, and outside agencies tactfully and expediently.
- Ability to effectively prepare, both in digital and written form, information to elected officials, members of the Management Team, City employees, the public, and outside agencies

## REASONING ABILITY

Identify problems, collect data, establish facts, and draw valid conclusions.

## PHYSICAL DEMANDS

The employee is regularly required to sit, stand, walk, reach with hands and arms, stoop, kneel, crouch, or crawl. Work in this position is generally limited to a standard office environment, but the employee must occasionally lift and/or move up to 25 pounds. The employee is also regularly required to talk, hear, and use hands and fingers. Specific vision abilities required by this position include close, distance, color, and peripheral vision, depth perception, and the ability to adjust focus.

## BENEFITS

### Subject to annual appropriation:

- Medical Coverage:
  - The City pays 90% of the cost for employee and eligible dependents:
- Dental Coverage:
  - The City pays 100% of the cost for employee and eligible dependents
- Vision Coverage:
  - The City pays 100% of the cost for employee and eligible dependents
- Group Life/AD&D Coverage:
  - The City pays 100% of the cost for the employee
- Short and Long Term Disability:
  - The City pays 100% of the cost for the employee
- Annual Accrued Leave:
  - 96 hours Annual Sick Leave
  - 96 hours Annual Vacation Leave (increases with tenure)
  - 88 hours Annual Scheduled Holiday Leave
  - 32 hours Annual Floating Holiday Leave
- Retirement:
  - 6% match – 401(a)
  - 2% 457 with optional additional 4% match

## COMMENTS

The intent of this job description is to describe the types of job tasks and levels of responsibility, and difficulty required of persons assigned to this job title. This is not to be considered a detailed description of every duty/responsibility of the job.

The City of Black Hawk is an Equal Opportunity Employer. Pursuant to the *Immigrations Reform and Control Act*, it is the City's intention to hire only individuals who are United States citizens or those authorized to work and live in the United States.

**I have read and fully understand the duties of the job description:**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

