

CITY CLERK



WHAT WE DO

The Clerk's Office provides support to internal staff, City Council, and external customers including citizens, business owners, and visitors to La Vista. We ensure the business of the City is carried out in a timely, transparent, and professional manner, maintaining fiscal and administrative stability. As the front-line of service to citizens, in person and over the phone, we represent the values of the organization - ACCOUNTABILITY, INTEGRITY, and PUBLIC SERVICE.

SERVICES WE PROVIDE

- Review and prepare City Council agendas/packets
- Manage city-wide records management/retention
- Process payroll for City employees
- Process Accounts Payable (AP) and Accounts Receivable (AR) functions
- Assist in the publication of website content
- Provide technical assistance to other departments related to the BS&A software
- Administer the Risk Management function of the City
- Provide front-line customer service to citizens, businesses, and visitors to La Vista
- Assist with City's Biennial Budget preparation
- Monitor legislative activity for impact on the City
- Provide Notary Services
- Provide administrative support to other departments during personnel vacancies

ACCOMPLISHMENTS

- Provided services in a consistent, professional manner, bolstering the overall business continuity and transparency of the City
- Restructured staff to provide enhanced support through cross-training of positions
- Hired a Deputy City Clerk to provide direct support and back-up to the City Clerk position
- Researched, purchased and implemented Records Management System, Laserfiche
- Assisted in implementation of BS&A Software
- Transitioned Accounting Clerk duties from Finance to Clerk's Office

City Clerk

Key Initiatives

1 DEVELOP DEPARTMENT OPERATIONS PLAN

START DATE: 2018

STRATEGIC PRIORITY



WHY IS THIS IMPORTANT?

A Department Operations Plan will keep us aligned with the Mission, Vision, and Values of the City while simultaneously reminding the Clerk's Department of the value of their role in meeting the goals of our Strategic Plan. The Plan will help employees to focus on the goals of the department and to identify ways that the Clerk's Department can assist City Administration with their initiatives. The Plan helps maintain transparency.

SUCCESS LOOKS LIKE

The timely completion of the Department Operations Plan. An understanding of the Department Plan by all employees within the department. Continued review of the progress of each initiative at the Department's monthly meeting.

BUDGET REQUIREMENTS

Project will be accomplished with existing resources.

PROJECT LEAD

Clerk's Department

PROJECT COLLABORATORS

Administrative Services, City Administration

2 RECORDS MANAGEMENT - ARCHIVING EXISTING RECORDS AND ONGOING RECORDS PRESERVATION

START DATE: 2018

STRATEGIC PRIORITY



WHY IS THIS IMPORTANT?

Preservation of records, including electronic archiving of existing records, prepares the City should there be some sort of disaster event that would cause the loss of the original paper records. Having records available electronically and internally to all departments provides greater accessibility to the records and saves staff time. While the City is young, the methods used to create and store records have improved greatly over the last sixty years. Electronic preservation will capture the historic value of the records before their frailty subjects them to further deterioration.

SUCCESS LOOKS LIKE

Continued progress in scanning and archiving essential records until the City has a complete and accurate records repository. Ordinances, resolutions, and minutes will be completed and available in Laserfiche. Expanding the use of Laserfiche in other departments including completion of file structure, ongoing retention plans, and Laserfiche training.

BUDGET REQUIREMENTS

Project will begin with existing resources. Funding of approximately \$3,040 for software maintenance fees starting in 2020 is included in the FY19 & FY20 Biennial IT Budget. There may be temporary costs in future years for scanning of larger documents.

PROJECT LEAD

City Clerk's Department

PROJECT COLLABORATORS

All other departments

City Clerk

Key Initiatives

3 IDENTIFY OPPORTUNITIES FOR CROSS-DEPARTMENT COLLABORATION & TRAINING

START DATE: 2018

STRATEGIC PRIORITY



WHY IS THIS IMPORTANT?

Business continuity is essential to consistent service delivery and includes training staff to provide coverage during a long-term absence, vacancy or disaster.

SUCCESS LOOKS LIKE

Coverage so that all functions of the City, regardless of the department, continue without interruption. Ensure that citizens continue to receive essential services.

BUDGET REQUIREMENTS

Planning and training is accomplished with existing resources. Hard costs could be incurred with implementation of certain solutions.

PROJECT LEAD

City Clerk's Department

PROJECT COLLABORATORS

All departments

4 PROVIDE NEW TRAINING AND EDUCATION OPPORTUNITIES THAT CONTINUE TO PROMOTE POSITIVE INTERACTION WITH THE PUBLIC

START DATE: 2018

STRATEGIC PRIORITY



WHY IS THIS IMPORTANT?

As the first point of contact between most customers and the City, the Clerk's Department strives to lead the way in customer service.

SUCCESS LOOKS LIKE

Completion of training and education that strengthens interpersonal communications skills. Formalized customer service expectations and a department training schedule that can serve as a model for other departments.

BUDGET REQUIREMENTS

Additional training and education will be absorbed by department budget.

PROJECT LEAD

City Clerk's Department

PROJECT COLLABORATORS

City Clerk's Department

5 IMPLEMENT ONLINE PAYMENT PORTAL

START DATE: 2018

STRATEGIC PRIORITY



WHY IS THIS IMPORTANT?

With the use of web-based payment collection tools, the City can increase accessibility of services to citizens.

SUCCESS LOOKS LIKE

A web-based payment portal that provides citizens and businesses with a convenient means to remit payment to the City for licenses and services at any time. The ideal solution will integrate with BS&A modules.

BUDGET REQUIREMENTS

Additional training and education will be absorbed by department training budgets.

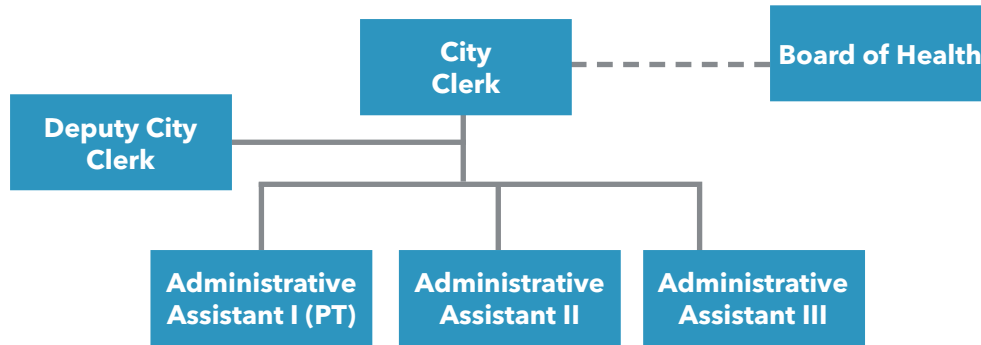
PROJECT LEAD

City Clerk's Department

PROJECT COLLABORATORS

Staff from City Clerk's, Finance, and Community Development Departments

City Clerk



CITY CLERK EXPENDITURE SUMMARY

	FY18 Budget	FY19 Budget	FY20 Budget
Personnel	654,702	470,401	491,406
Commodities	9,003	8,470	6,548
Contractual Services	133,925	48,132	55,019
Other Charges	81,600	2,500	2,550
Total Expenditures	879,230	529,503	555,523
Employees	4.5	4.5	4.5

(Change in Personnel line item between FY18 and FY19 reflects spinning off of Finance into separate department.)