



Sugar City

Steve Adams, Mayor
 Wendy McLaughlin, Clerk-Treasurer
 Arlynn Jacobson, Public Works Director
 Quinton Owens, Building Inspector
 Kimber Jones, Code Enforcement Officer

Job Description

CITY OFFICE MANAGER, FINANCIAL CONTROLLER AND COMPLIANCE COORDINATOR

Department: Clerk/Treasurer	Reports To: City Clerk/Treasurer
Works Closely With: Planning and Zoning / Community Development; Public Works; Building; Code Enforcement; Mayor; City Engineer	
Pay Grade: Negotiable	FLSA Status: Exempt, subject to final City review
Date Established: _____	Date Revised: Draft - April 2026

POSITION OVERVIEW

The City Office Manager, Financial Controller and Compliance Coordinator is a senior-level administrative, financial support, records, and permit administration position responsible for providing centralized finance support and coordinated permit intake for the City of Sugar City. In a growing municipal organization operating without a separate city administrator or full development-services department, the position serves as the principal deputy to the City Clerk/Treasurer for designated financial, records, and front-office functions and as the City's central administrative coordinator for permit intake, fee collection, application tracking, public notices, meeting support, records management, and related interdepartmental workflow. The position serves as the City's central intake and management point for all permits, applications, licenses, and related submittals assigned to the office and is also responsible for carrying out a general, written, notice-based code-compliance function across the City. The position requires mature judgment, discretion, organization, diplomacy, and the ability to work accurately in a public-facing environment involving frequent interruptions, deadlines, and cross-departmental coordination.

NATURE OF THE POSITION

- Office Manager reports to the City Clerk at the direction of both the Mayor and City Council and exercises direct supervision over all Clerk's Office and front office employees and over any permit intake, utility billing, customer service, or other administrative personnel assigned to the office.
- The incumbent is responsible for defining work assignments, enforcing office procedures, monitoring workflow, cross-training staff, documenting performance and compliance issues consistent with City policy, and maintaining a single, understandable chain of command for assigned staff. Cross-departmental administrative support may be provided to Public Works, Planning and Zoning, Building, Code Enforcement, and other departments, but assigned staff shall not operate under conflicting or informal

supervisory arrangements unless the City expressly establishes such reporting in writing through the adopted organizational structure or other approved direction.

- This classification is intended to professionalize and centralize the City's permitting and compliance systems. The incumbent is expected to support orderly growth, improve recordkeeping, increase accountability for permit and fee collection, help digitize and organize City files, and ensure that complaints, applications, notices, and payments are routed to the proper place and documented accurately.
- This classification is intended to combine high-level clerical work, bookkeeping and finance support, utility billing, permit administration, records management, and cross-departmental coordination into a single written position with a clear scope of responsibility.
- The position is designed to support orderly growth, improve internal controls, reduce informal or conflicting work assignments, and provide a reliable administrative bridge between the front office, Planning and Zoning, Public Works, Building, Code Enforcement, the Mayor, the City Council, consultants, contractors, and the public.
- The incumbent is expected to help build consistent systems, maintain accurate files and data, and ensure that inquiries, complaints, applications, and payments are routed to the proper place and documented appropriately.
- Technical decisions, engineering review, legal interpretation, inspections, code enforcement determinations, and final approvals remain with the appropriate City official or department head.

SUPERVISION AND CHAIN OF COMMAND

- This position reports directly to the City Clerk/Treasurer and as directed by both the Mayor and City Council and exercises direct supervision over all Clerk's Office and front office employees and over any permit intake, utility billing, customer service, or other administrative personnel assigned to the office.
- The incumbent works in close daily coordination with Planning and Zoning/Community Development, Public Works, the Building Department, Code Enforcement, the Mayor, the City Engineer, and other City functions as assigned, but shall not be placed under multiple informal supervisors.
- All routine personnel direction, scheduling, leave approval, performance review, discipline, workflow assignment, and office standards for this position shall remain with the City Clerk/Treasurer unless otherwise established by written City action.
- Project-specific instructions may be received from the department responsible for the underlying permit, project, or financial matter.
- The incumbent may provide lead direction, cross-training, and workflow assistance to clerical or front-office staff assigned to utility billing, receipting, permit intake, filing, or other related tasks.
- The incumbent is expected to maintain proper administrative routing, direct complaints and inquiries to the proper department or supervisor, and support compliance with City policies, adopted organization charts, and personnel procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties below are illustrative of the work assigned to this classification and are not intended to be an exhaustive statement of every duty or responsibility.

Office Management and Front Office Operations.

Serves as office manager for City Hall and is responsible for the daily operation, organization, and professionalism of the front office. Establishes office procedures, reception standards, filing systems, workflow controls, calendars, and coverage schedules; supervises front counter operations, telephone coverage, mail handling, and public reception; assigns and prioritizes work; cross-trains staff to ensure continuity of operations; oversees office supply inventory, purchasing requests, and routine administrative needs; maintains orderly workspaces and secure public service processes; and develops standard operating procedures, checklists, and internal guides to promote consistency, accountability, and continuity.

Leadership, Policy Implementation, and Personnel Administration.

Implements and enforces office procedures and assigned personnel policies within the Clerk's Office; assists with onboarding, training, workflow accountability, and performance management for assigned staff; maintains appropriate confidentiality regarding personnel, legal, financial, and executive matters; documents operational and personnel issues consistent with City policy; and brings significant workflow, staffing, compliance, or organizational concerns to the Mayor and City Council with recommendations for corrective action. Promotes professional conduct, respect for chain of command, and clear documentation of City business.

Permit Intake and Coordination.

Oversees and/or performs the intake of all City permits, development applications, licenses, and related submittals assigned to the office, including date stamping, administrative completeness review for required forms and attachments, fee calculation and collection under adopted fee schedules, receipting, file creation, data entry, routing to the appropriate department or official, deadline tracking, coordination of departmental comments, and communication with applicants regarding administrative status. Maintains a centralized permit log or tracking system and follows matters through intake, routing, review milestones, hearing dates, notices, approvals, denials, expirations, and close-out.

Permit Fees, Receipting, and Reimbursement Tracking.

Calculates and collects application, permit, inspection, review, reimbursement, and related charges under adopted fee schedules, ordinances, and City policy; issues receipts; balances tills as assigned; prepares deposits or supporting paperwork; reconciles permit-related revenue; and maintains accurate supporting records for all permit and compliance-related collections assigned to the position. Tracks engineering, legal, and other professional-service reimbursement charges connected with permit or development review when applicable and assists the Clerk/Treasurer in ensuring that required fees and reimbursable costs are billed, collected, documented, and followed through to completion.

Meetings, Notices, and Hearing Support.

Prepares and coordinates agendas, packets, affidavits, publication requests, mailing lists, posted notices, hearing files, sign-in materials, minutes support, and follow-up correspondence for permit matters, planning and zoning matters, public hearings, compliance matters, and related meetings as assigned. Tracks publication dates, mailing deadlines, hearing schedules, and follow-up tasks so that matters move through City process in a timely, organized, and documented manner.

Public Information and Applicant Assistance.

Provides accurate process information to residents, developers, contractors, consultants, and other interested parties concerning application procedures, deadlines, adopted forms, submittal requirements, standard permit-processing steps, and departmental contacts. Maintains current application packets, form letters, checklists, and standard correspondence. Explains City procedures, ordinances, and codes at an administrative level, while clearly distinguishing between routine process guidance and technical or legal interpretations. Refers technical questions, code disputes, engineering matters, inspection issues, and approval decisions to the appropriate City official or department head

Financial Controller and Treasury Support.

Serves as the custodian of City funds and financial records assigned to the office; oversees receipts, deposits, disbursements, till balancing, and cash controls; maintains accurate accounts by fund, appropriation, revenue source, and expenditure category; prepares or coordinates monthly and quarterly financial reporting for the Mayor and City Council; assists with annual budget preparation, budget monitoring, and budget amendments; processes accounts payable and related invoices; manages vendor documentation, including W-9 forms, 1099 filings, certificates of insurance, and supporting financial records; maintains records of debt, bonds, or other obligations as assigned; Under the supervision of the City Clerk/Treasurer, performs advanced bookkeeping and finance support for the City, including receipting, till balancing, deposits, posting and coding transactions, invoice processing, accounts payable support, accounts receivable support, vendor setup and maintenance, W-9 and 1099 administration, certificate of insurance tracking, purchase order and expenditure documentation, and maintenance of accurate supporting records by fund, department, project, fee type, or revenue source as assigned. Assists with month-end and year-end reporting, budget worksheets, budget monitoring, permit-fee reconciliation, utility and service account reconciliation, grant reimbursement or reimbursement tracking as assigned, and audit preparation, work papers, and follow-up requests. Helps maintain internal controls designed to protect City funds, maintain separation of duties where possible, and ensure reliable financial documentation.

Utility Billing and Customer Account Administration.

Prepares and supports monthly utility billing and related customer account administration, including data entry or import of usage information, account adjustments authorized under City policy, bill generation, mailing or electronic delivery, payment collection, account reconciliation, returned-check or delinquency documentation, and customer account follow-up. Coordinates with Public Works and other departments concerning service orders, meter data, account status, shutoff or reconnect documentation, and other billing-related information as assigned. Maintains accurate customer records and helps ensure consistency between utility databases, service locations, and City addressing information.

Meeting, Hearing, Notice, and Departmental Administrative Support.

Schedules City departmental meetings, hearings, inspections, and related administrative activities as assigned. Prepares information packets, agendas, hearing files, affidavits, legal notices, mailing lists, sign-in sheets, minutes, and follow-up correspondence for Planning and Zoning,

Public Works, Building, Code Enforcement, and other City functions requiring administrative support. Coordinates publication and posting of required legal notices and hearing materials, assembles supporting documents, attends meetings when assigned, and prepares or oversees preparation of minutes and resulting action items. Tracks deadlines and follow-up items so that matters move through City processes in a timely and organized manner.

Records Management and Public Documents.

Creates, organizes, indexes, secures, and maintains both paper and electronic files for permits, land use applications, public works matters, financial records, utility accounts, contracts, notices, minutes, correspondence, and other City records assigned to the office. Maintains retention schedules, archival systems, scanning procedures, and destruction logs in accordance with City policy and applicable records requirements. Assists with public records responses by locating, reviewing, organizing, and producing records under the direction of the City Clerk/Treasurer or other authorized official. Ensures that the official file contains accurate and complete administrative documentation.

Front Office Service, Complaint Routing, and Public Contact.

Provides backup for municipal customer service and serves as a professional front-office contact for City Hall. Answers phones, greets visitors, receives payments and applications, responds to routine inquiries, and routes complaints, requests for service, permit questions, utility concerns, and development matters to the proper department, supervisor, or decision-maker. Maintains a calm and professional public counter environment and ensures that residents and applicants receive accurate process information without being given unauthorized technical, legal, or policy determinations. Helps establish front-office procedures so that City Hall functions as an organized intake point rather than an informal decision-making forum.

Data Integrity, Filing Systems, and Administrative Technology.

Maintains accurate digital and physical filing systems and helps administer permit-tracking, utility-billing, financial, database, spreadsheet, website, and related organizational software used by the City. Produces reports, reconciliations, status lists, and correspondence from City systems as needed. Works with staff, county personnel, consultants, GIS resources, or outside vendors as assigned to improve consistency in addresses, property identifiers, customer records, permit records, and other municipal data. Helps identify duplicate, incomplete, or inconsistent records and takes corrective action within assigned authority.

Interdepartmental Coordination and Office Systems.

Provides core administrative support to Community Development, Planning and Zoning, Public Works, the Building Department, Code Enforcement, and other City departments as required. Coordinates information between departments so that permit files, utility accounts, notices, records, and public communications are consistent and complete. Assists the City Clerk/Treasurer in developing standard operating procedures, internal checklists, routing protocols, forms, and calendars designed to improve continuity and reduce confusion in a growing municipal office. Supports special projects, reports, contract administration support, project logs, and other administrative assignments necessary to keep City business moving.

Purchasing, Inventory, and Office Administration.

Assists with office operations including supply inventory, routine purchasing requests, mail handling, records supplies, file organization, and administrative coverage planning. Maintains orderly workspaces and secure processes for receipting, document handling, filing, and public service. Helps prepare and track routine purchase orders, office supply orders, administrative invoices, and related documentation. Assists with onboarding, cross-training, workflow coverage, and continuity planning for office functions assigned to the Clerk's Office.

General Code-Enforcement Intake and Case Management.

Receives, logs, screens, and routes complaints and observed violations relating to zoning, land use, nuisance abatement, property maintenance, refuse or garbage issues, signage, rights-of-way, special-use-permit conditions, business-license compliance, animal-related issues, health and safety concerns, and other adopted City ordinances assigned to the position. Opens and maintains case files, records complaint history and site observations, prepares correspondence, and coordinates follow-up so that complaints are handled through the proper process rather than through informal or conflicting direction.

Field Inspections, Documentation, and Notice-Based Compliance.

Conducts or assists with field inspections of properties, businesses, projects, and public areas to observe apparent code violations, permit-compliance issues, nuisance conditions, and related matters assigned to the position. Photographs and documents site conditions, interviews complainants or witnesses when appropriate, prepares accurate case notes, and uses approved forms and templates to post or mail warning notices, notices of violation, corrective notices, orders to comply, and related documents. The incumbent is expected to use a prompt, written, notice-based compliance approach and shall not orally waive requirements or authorize noncompliant uses, structures, activities, or permit conditions.

Enforcement Follow-Up, Citation Support, and Legal Coordination.

Tracks compliance deadlines, reinspects properties, documents corrective action or continued noncompliance, and prepares referral packets for supervisory review, citation issuance, administrative action, or prosecution. When duly designated by the City as an authorized officer or code-enforcement officer, the incumbent may issue City citations and perform other enforcement acts permitted by law, ordinance, and policy. Assists in preparing evidence, photographs, exhibit packets, chronology, mailing records, witness information, and other supporting materials for hearings, court proceedings, attorney review, or collection follow-up, and may testify as required.

Interdepartmental Coordination.

Works closely with the City Clerk/Treasurer, Planning and Zoning / Community Development, the Building Inspector, Public Works, the City Engineer, the City Attorney, the District Fire Marshal, and other City personnel or consultants so that permits, notices, inspections, public communications, addresses, and records remain consistent and complete. Helps ensure that applications and complaints are routed to the correct decision-maker, that departmental

comments are obtained and documented, and that no single matter is lost between the front office and the technical departments.

Front Office Coverage and General Administrative Support.

Provides backup municipal customer service at City Hall, including answering phones, greeting visitors, receiving applications and payments, routing complaints and service requests, and furnishing orderly counter coverage as needed. Assists with mail handling, filing, copying, scanning, supply coordination, routine correspondence, and related clerical work reasonably connected to the City's operations. May assist with other Clerk's Office or City Hall duties when permit volume and code-enforcement activity permit, provided such assignments do not materially interfere with the core responsibilities of this classification.

Other Duties and Standards of Conduct.

Performs related work, special projects, transitional assignments, and other duties consistent with the needs of the City. Maintains confidentiality concerning legal, personnel, development, executive-session, and other sensitive matters. Exercises diplomacy, impartiality, sound judgment, professionalism, and dependable attendance. Follows written and verbal instructions, documents work thoroughly, supports adopted City policies and organizational structure, and conducts all public contact in a fair, tactful, and professional manner.

Compliance, Confidentiality, and Other Duties.

Performs all duties in compliance with City policies and procedures and with applicable federal, state, county, and City standards. Maintains confidentiality concerning financial, personnel, legal, development, executive-session, and other sensitive matters. Exercises sound judgment, dependable attendance, and professional conduct. Documents work accurately, follows written and verbal instructions, and performs other related duties or special projects as assigned for the efficient operation of the City.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED, together with at least five (5) years of progressively responsible experience in municipal administration, bookkeeping, finance support, utility billing, permit administration, land use or public works support, records management, office management, customer service, or a closely related field; or an Associate's degree or Bachelor's degree in business administration, public administration, accounting, finance, planning, or a related field together with at least three (3) years of relevant experience; or any equivalent combination of education, training, and experience that provides the knowledge, skills, and abilities required for the position.

PREFERRED QUALIFICATIONS

Municipal experience in Idaho or similar local government settings; experience with governmental or fund accounting support, month-end or year-end close support, budgeting, accounts payable, accounts receivable, utility billing, permit tracking, public notices, planning and zoning or development-review administration, records retention, or audit preparation; experience with financial, billing, database, permit, or work-order software; experience coordinating across multiple departments; and demonstrated success building reliable office systems in a growing public organization.

KNOWLEDGE, SKILLS, AND ABILITIES

The position requires knowledge of bookkeeping, receipting, cash handling, accounts payable, accounts receivable, utility billing, customer account reconciliation, financial record support, office management, public records administration, records retention, permit intake procedures, public notice requirements, meeting preparation, file management, and standard municipal administrative processes. Working knowledge of the relationship between the front office and technical departments, including Planning and Zoning, Public Works, Building, Code Enforcement, and engineering review, is required.

The position requires skill in Microsoft Office, database management, spreadsheets, permit tracking or similar organizational software, financial and utility-billing software, document preparation, public communication, report generation, and maintenance of organized paper and electronic files. The position also requires strong organizational, budgetary, mathematical, and clerical skills and demonstrated proficiency in written and spoken English, grammar, punctuation, and professional correspondence.

The position requires the ability to communicate effectively and maintain positive working relationships with elected officials, City employees, contractors, consultants, and the public; accurately follow written and verbal instructions; maintain composure in difficult or high-conflict situations; manage multiple tasks simultaneously; adjust to interruptions and then return to and complete assignments in a timely manner; maintain confidentiality; use sound judgment; resolve routine administrative problems; and function as an effective member of a team.

The position further requires the ability to maintain clear administrative boundaries, support chain of command, distinguish between administrative coordination and technical decision-making, train or cross-train others on office procedures, and help create orderly systems that improve accountability, consistency, and service to the public.

SPECIAL CONDITIONS OF EMPLOYMENT

The incumbent must be able to successfully pass a background check appropriate to the position; must be bondable or otherwise able to satisfy any bonding requirements applicable to the handling of City funds; must maintain the qualifications necessary to access and safeguard confidential records; and must possess or be able to obtain and maintain a valid driver's license if travel between City facilities, meeting locations, banking institutions, training sites, or project locations is required. Evening meetings or hearing support may be required from time to time.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The work is performed in both office and field environments. The work is performed primarily in a general office environment with frequent public contact and periodic attendance at meetings conducted during regular business hours and, at times, in the evening. The position requires sufficient clarity of speech and hearing, with or without reasonable accommodation, to discern verbal instructions, use telephones or radios, and communicate effectively with other employees and the public; sufficient visual acuity to comprehend written work instructions and prepare, review, and organize documents and electronic records; sufficient manual dexterity to operate standard office equipment, including a personal computer, calculator, copier, and telephone; and sufficient personal mobility, flexibility, agility, strength, and balance to perform standard office

functions, travel within City facilities, and lift and carry ordinary files, records, and office supplies, generally up to twenty (20) pounds, with or without reasonable accommodation.

DISCLAIMER

This classification specification is intended to describe the general nature, level, and essential functions of the work performed by an employee assigned to this position. It is not intended to be an exhaustive statement of every duty, responsibility, qualification, or working condition. The City retains the right to revise, add, or remove duties and to assign other related work consistent with the needs of the City, adopted organizational structure, personnel policies, and applicable law. Nothing in this description is intended to transfer, supersede, or diminish any authority vested elsewhere by ordinance, policy, or law.