



# *Columbus Consolidated Government*

*Georgia's First Consolidated Government*

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## **Audit of Clerk of Council's Office August 14, 2018**

### **AUDIT AUTHORIZATION**

An audit of the Clerk of Council's Office was requested by City Councilor Mimi Woodson and authorized by the City Council on November 28, 2017.

### **Background**

The Clerk of Council's role is that of the official custodian of records for all actions taken by the City Council. Responsibilities include preparing and publishing agendas, preparing minutes and the informational notebooks for the board meetings, distributing the board actions to the constitutional officers and department heads, and the maintenance of records.

The Clerk is also the official custodian of contracts, leases, resolutions and ordinances and cemetery deeds.

### **General Audit Process**

The audit process began with an entrance conference on January 22, 2018. Internal Auditor John Redmond, Forensic Auditor Elizabeth Barfield and the Clerk of Council, Tiny Washington attended. The auditors explained the purpose of the audit and Ms. Washington provided a departmental overview.

The first activity of the audit was performing employee interviews with all staff members. At this time, the accuracy of current job descriptions was reviewed. The interviews allowed the staff to ask questions about what to expect during the audit and gave them opportunities to discuss issues they felt needed to be addressed. Interviews were conducted individually January 25 – January 31<sup>st</sup>. The following areas of concerns were noted:

DocDepot not updated and not performing as expected.

Approved minutes not easily accessible or filed in an efficient manner.

Timekeeping procedures must be improved.

Method of preparing minutes needs to be reviewed (i.e. summary or verbatim).

Clarify the chain of command in the department.

Duties and responsibilities need to be defined.

Create procedures for accuracy and consistency of duties performed.

Relate newly passed city ordinances to the correct meeting minutes.

Travel and expense reimbursements need to be reviewed.

Improve the scheduling and confirming of appointments for office staff that is not work related.

These items were incorporated into the audit program along with a review and an assessment of operations, personnel administration, and financial management. The audit also included a review of customer service, and the maintenance of records located in the Clerk's Office.

An exit conference was held with Ms. Washington to discuss the findings and recommendations. A draft report was presented to Ms. Washington for discussion and response. Afterward, a final report including management's responses has been prepared and distributed to Mayor Tomlinson, and the City Council members concurrently. A presentation to City Council is scheduled to address any questions or concerns, and to make the report available to the public.

## **Mission Statement for the Office of Clerk of Council**

To provide prompt and effective responses to concerns and requests for information to the public, appointed and elected officials; and to maintain and preserve important official records and documents.

## **Operations**

As a frame of reference, the following terms are used throughout the audit report and should be defined for clarity:

Ordinances are items voted into law.

Resolutions are items brought to City Council requesting that an action be taken.

E-Cap, Electronic Council Agenda Packet, is an internal software used by the Clerk of Council's office to gather agenda information for City Council Meetings. Most documents in this location are not final.

DocDepot is the document repository for all approved documents. A final copy of approved documents should reside here for public access.

### **Audit Test: Resolutions and Ordinances**

Testing consisted of a random sample of items from 2006 through 2017. Items included a review of minutes; searches conducted on DocDepot and pulling of original, signed hard copy documents in the Clerk's office.

### **Audit Findings:**

All tests performed confirmed that the processes are in place, implemented and controlled.

Municode, the software that houses the Columbus code of ordinances, should be updated to reflect all ordinances passed. This information is time sensitive and relied upon by various internal departments and the public. It was last updated April 17, 2018. The update included ordinances passed through October 31, 2017. Since November 1, 2017, and as of May 25, 2018, 21 ordinances have been passed.

### **Audit Recommendations:**

Municode should be updated monthly.

### **Auditee Response:**

Ordinances could be uploaded to MuniCode immediately after adoption; however, there is additional costs for these services. From what I know, the Code has always been updated quarterly even prior to becoming a part of the office. If it is your recommendation, that they be uploaded immediately, we will get a cost from MuniCode and ask that our budget be adjusted accordingly.

### **Audit Tests: Contracts**

The process outside of the council meeting for the actual implementation of the contract is multi-step and requires input and approvals from many different departments and managers. Ultimately, the original, legally binding contract resides in the Clerk of Council's Office.

Testing of the contract process consisted of reviewing a sample of 47 contracts from 2008 through 2018; it included finding the resolution online in DocDepot, finding the legally binding contract online for public review and locating the original hard copy of the contract in the Clerk's Office.

**Audit Findings:**

Forty-seven (100%) of the resolutions were found online in DocDepot; 15 (32%) of the actual contracts were found online and 19 (40%) of the original, hard copy documents were found in the Clerk of Council's Office. The remaining 28 (60%) contracts were not located. The filing system consists of boxes of contracts by year. Once the box is retrieved, there is no recognizable order to its contents.

**Audit Recommendations:**

The departments involved in the implementation/approval process must communicate and create a process of which others in the process are aware. The Clerk of Council's Office should implement a system of follow-up for outstanding contracts to ensure that all signed, legally binding contracts are on file in a secured, organized fashion.

**Auditee Response:**

All contracts that comes through the Purchasing Department are properly filed with the Clerk's Office. In the past, contracts, deeds and agreements were filed and housed in the resolution binder with the resolution that authorized its execution; however, they were becoming too voluminous to continue to put in the resolution binders; therefore, we were beginning the process of scanning them and putting them out in DocDepot.

There was a backlog of these items from a former employee. The current staff has been, and is continuing to work to get those items uploaded, and organized.

When contracts comes into my office for signature, they are logged-in, and then sent to me for my signature. After I sign them, they are ready for pickup. The Department who initiates the contract is called to come and pick up the contracts. Once the contract are fully executed; then a copy comes back to my office, for filing.

**Audit Tests: Minutes**

Minutes are taken at all City Council Meetings (i.e. Budget Meetings and Consent Agendas/Work Sessions). The Carl Vinson Institute of Government at the University of Georgia explains that minutes considered complete contain the following components:

- government name,
- type of meeting,
- the presence of a quorum and the name of members present,
- the time meeting is called to order,
- the description of any action taken,
- the identity of persons making and seconding motions,
- a record of all votes,

the adjournment of the meeting and a signature.

The Carl Vinson Institute certification process recommends a choice of three styles when completing minutes: Action Only, Summary and Verbatim. The Columbus Consolidated Government uses the verbatim style.

Georgia's Open Meetings and Open Records Laws dictate that a summary of a meetings minutes be written and available to the public for inspection within two business days of the adjournment of the meeting.

The Open Meeting and Open Records Laws also state that the minutes must be open to public inspection once approved as official by the board of commissioners, local agency, or committee, but in no case later than immediately following its next regular meeting.

The testing of the Columbus Consolidated Government's minutes consisted of a review of the official books kept in the vault in the Clerk of Council's Office; years reviewed include 2002 – 2017. Approximately thirty (30) specific meetings were reviewed covering 2008 – 2017. A miscellaneous sample, 50%, of these meetings included a DVD review.

**Audit Findings:**

On February 27, 2018, a review of the official books that house the approved minutes yielded the following results:

- 2003 Minutes of Meetings for January through September
- 2004 Minutes of Meetings for January through May
- 2005 Minutes of Meetings for January through September
- 2006 Minutes of Meetings for January through September
- 2007 No Minutes in Book
- 2008 No Minutes in Book
- 2009 Minutes of Meetings for January through March
- 2010 Minutes for January 12, 2010 Meeting
- 2011 No Minutes in Book
- 2012 No Book Found in Immediate Area

- 2013 No Minutes in Book
- 2014 Minutes for January 7, 2014 Meeting
- 2015 No Minutes in Book
- 2016 No Book Found in Immediate Area
- 2017 No Minutes in Book
- 2018 No Book

Minutes not found filed in the official books were retrieved from several different sources: agenda packets, DocDepot, E-Cap and budget files. Searches conducted in DocDepot found inconsistent naming conventions of documents and dates assigned with those documents that had no relationship to the timing of the processing of the document. A citizen attempting to retrieve something from DocDepot would have very little success finding a specific document unless a phone call was made to the Clerk's office and assistance was provided.

Minutes found within the Clerk's files were of "draft" quality. They included incomplete sentences, incorrect names, incomplete recording of votes and appointments, and incorrect dollar amounts, dates and times. The style of the minutes appeared to be a verbatim style but would, within the same document, switch to summary style. It appeared that judgment was being used when reporting the minutes; some items were fully documented where others were summarized and, at times, not noted at all.

The recordings of meetings housed on video at CCG-TV date back to 2004. It became apparent that, as these videos age, it is harder to make copies and to hear the sound of the video. Since 2013, efforts have been made to alleviate these issues by storing copies on a hard drive.

As stated in the Open Meeting and Open Records Laws, minutes should be approved no later than the next meeting. This suggests that only the prior session of open meeting minutes and only the prior executive session minutes should be approved per city council meeting. In half of the minutes reviewed, an average of three sessions of open meeting minutes were being approved per meeting. The March 27, 2018 City Council meeting had 10 executive meetings submitted for approval.

A review of Summary Minutes proved them incomplete and found to be missing topics included in the full document. An observation of office staff found employees, that had not attended the meetings, were completing the minutes from recordings.

**Audit Recommendations:**

Internal Audit recommends, and the City Attorney's Office agreed, the City Council meetings should be presented in the summary style rather than in verbatim style. This would make the preparation of the meetings easier and not as time consuming. It would also ease the review process.

Compilation of the minutes should only be performed by someone that attends the meetings.

Open session minutes should be approved as recommended by the Open Records Law, no later than the next meeting. They become publically available at that time even if not formally approved. The executive session minutes have a slightly different process and should be approved at the second meeting following the executive session. Doing so will reduce the workload of members of the City Council while ensuring complete, accurate documents and hopefully more time will be spent during the review process.

It is further recommended that there be follow up and confirmation of the documents actually placed in the official minutes books.

The use of DocDepot should be consistent among all staff members all of the time. Using a standard naming convention for documents and entering the correct dates will improve the success of the public being able to navigate the system, successfully retrieve the information they are looking for, and will confirm the City's transparency.

Storage for DVD recordings needs to be addressed to ensure viability.

**Auditee Response:**

Previously meeting at least four times a month sometimes made it difficult to complete the minutes by the next meeting especially if it was a 5 or 6 hours meeting. Minutes are housed and filed in the folder for each of the meetings that are held. If you saw minutes that had proof written on them, yes, those were being proofed for corrections.

Several minute binders did not have the minutes printed. On at least three or four different occasions, I was out of the office for at least two to three months for three major surgeries and I know on at least one occasion at least 4 months. Also, at another time, out with a serious illness. There were occasions when there were at least three sets of minutes being approved at one time.

Those minutes have been printed and housed in the appropriate minute binders, with the exception of four. I am currently in the process of printing those and getting them into the proper binder.

The minutes are not verbatim; however, whenever there is a controversy issue, a little more discussion than normal may be included in the minutes. I do not have any objections to Summary Minutes.

Summary minutes are produced within 2 days after the meeting. Included in those summary minutes, are the members present, as well as the action taken on the various items that were listed on the agenda during said meeting. The ordinances/resolutions are included in those summary minutes, as well as who made the motion and second. The Numbers that have been assigned to those ordinances and resolution is not listed in those summary minutes, or any of the updates and presentations.

Also included in those summary minutes are a listing of the board appointments for that particular meeting; however, the individual Councilors nominations and confirmations of board members are not outlined and spelled out in those summary minutes, but those are included in the regular meeting minutes.

There have been issues with DocDepot where sometimes we were unable to pull up a document. Several calls have been made to the Information Technology Department and they have been informed of these issues.

### **Audit Tests: Agenda Preparation**

The agenda process is an ongoing process of accumulating information; citizen applications to appear on the public agenda, street closures and various resolutions and ordinances to be passed are all gathered over a two-week period in preparation for the upcoming City Council meeting. All of this activity culminates into what the Clerk of Council's Office calls "Agenda Friday." Agenda Friday is when staff is attempting to finalize the agenda by collecting and organizing any additional data; miscellaneous department heads are notified of any items that they may need to account for during the meeting.

An agenda folder is filled with PowerPoint presentations, various reports, spreadsheets and any other document that is to be presented or discussed at the meeting.

### **Audit Findings:**

Currently this process is maintained and working well. Updates to software could make process more efficient.

### **Audit Testing: Board Administration**

There are over 40 boards, committees and commissions that the Clerk of Council's office is responsible for maintaining. Included in that maintenance is board members expiring terms, resignations and new appointments, receipt of the board's minutes, new positions on the boards, creation of new boards and annual demographic reporting.

We reviewed the current process, which involved the use of computer software.



## **Audit Findings:**

Board administration is extremely cumbersome. The Clerk's office is reliant on board officials to provide minutes and board composition changes on a timely basis. They also are reliant on the Mayor and Council Members for nominee information to fill vacancies and expiring terms. Nominee information needs to include the name of the nominee, physical address and current contact information.

The software is inadequate; it requires multiple entry of the same data in various locations. Not only are updates required to the board data but updates to the website are required as well.

## **Audit Recommendations:**

Nominee information must include current contact information. There needs to be updates to the existing software in terms of additional database fields and access to the database.

## **Auditee Response:**

The Clerk of Council makes every effort to provide board nominee information to the Mayor & Council. Prior to the terms of office expiring on a particular board, members of the Council are advised of those upcoming board vacancies with a memorandum from me that is listed on the Clerk of Council's Agenda, as information. The following meeting of the Council, the board positions is listed on the Clerk of Council's Agenda for the Council to begin making nominations to these boards. Once an individual is nominated one week, that nomination is brought back the second week for the Council's confirmation. We do rely on the Council members to make those nominations, as well as provide the biographical information on their nominees that they nominate. Whenever possible, we try to assist in getting those bios of the individual nominated, if we can locate that information.

We also ask for recommendations from the Columbus Chamber of Commerce, as well as the Young Professionals Organization. If there are individuals who desire to serve on a board, we also submit that information to the Council, for their consideration of that individual to serve on a board.

## **Financial**

### **Audit Testing: Budget**

Budgetary performance was reviewed for the past 13.75 years. The budget for the Clerk's Office has ranged from \$171,854 in FY2005, to its more recent high of \$233,494 in FY2014. The current budget is approximately \$230,000. Each year, the Office adhered to budget reasonably well. For eight of the years, the Office was slightly below the annual budget and was slightly over for five of the years. Overages were in the two to four percent range.

The most significant variances occurred in the Records and Documents account and Office Supplies. The Records and Documents account reflects the codification expense with Municode. This expense fluctuates from year to year, making budgeting difficult. In years where the variance was significant, funds shifted from the smaller Office Supplies budget to cover the overage. As a result, the Office Supplies would often exceed the revised budget.

There was also fluctuation in Travel, Schools and Conferences from year to year. This appears to result from which clerks were able to attend in a given year, and the number of schools or conferences attended. The Clerk and Deputy Clerk are encouraged to obtain and maintain their professional certifications to afford the City to expect the best records possible, consistent with best practices and standards adopted by the Municipal Clerk's Association of Georgia.

**Audit Recommendations:**

During the audit, we noted that the Municode status for the city would lag by three to six months. We found update submissions were infrequent. We recommend that update submissions to Municode are done monthly to ensure that the most recent code changes are as up to date as possible. This saves time and improves accuracy for all involved.

Overall, the budgets appear to have been reasonably accurate and followed by the Clerk and her staff.

**Auditee Response:**

The Clerk's office has always tried to adhere to the travel requirements. If there has been an issue with the travel, Finance would inform and advise. If there are some specific issues that I need to be made aware, please advise.

## **Personnel Administration**

**Audit Testing: Payroll**

Reporting of sick, vacation and other time worked or taken for the Clerk's Office was reviewed. Time is reported for each of the three permanent employees, by pay period. For the part-time, temporary employee, time worked is the only entry required, as sick, vacation and holidays are not applicable.

During the audit, we observed attendance of each employee and compared such to the time reported.

We also conducted an unannounced payroll audit to ensure that each employee on payroll actually existed and that the payroll calculations were correct.

**Audit Findings:**

Vacation and all-day sick time were easily traceable, but doctor appointments were more difficult to discern the accuracy. The monthly reports generated by the old payroll system are difficult to reconcile.

We have not yet seen the reports from the new system, so we are unable to comment on those at this time.

We noted that the Clerk has historically reported, approved and maintained the time and pay records for the office. The new payroll system requires that different employees perform the reporting and approving functions of time.

**Audit Recommendations:**

It is recommended that a review of policies regarding work absences and doctor's appointments be reviewed with the staff members. There also must be a separation of the entry payroll data and the approving of that data. This separation of duties is a best practice, and serves to improve reporting accuracy. We support this initiative and recommend the Office of the Clerk of Council's Office to adopt this methodology with the implementation of the new payroll system.

**Auditee Response:**

Employees have been trained with the new payroll system and is currently entering time, sick and vacation, and then I approve it.

Yes, on occasion, I have asked my secretary to put an appointment on my calendar to remind me of, which may have not been work related. I was not aware that was in violation of any work rules.

**Audit Testing: Job Descriptions**

During the employee interviews, the job descriptions were discussed with each employee.

**Audit Findings & Recommendations:**

Several job descriptions need to be updated. It is recommended that the Clerk of Council review the notes made and, if in agreement, make the needed changes through the normal Human Resource process.

**Auditee Response:**

Job duties & responsibilities are spelled -out in the job descriptions.

The employees themselves included what they do in those job descriptions. Job descriptions were updated about 3 years ago. I do not believe there has been any significant changes since those job descriptions were updated, but we will get with the Human Resources Department for clarification.

## Other

### **Audit Testing: Storage/Records:**

The Clerk of Council office, located on the 6<sup>th</sup> Floor of the Government Center, consists of two offices, a common office area, a vault and some storage closets. The function of the Clerk's office is to maintain the official documents of the city (which is paper-laden). Storage space is vital to proper organization and safekeeping.

### **Audit Findings & Recommendations:**

Time should be invested moving records from the current work area. The Records Room must be utilized for items that can be moved. The following items, unless current, should be addressed as follows:

Agenda folders, which include documents compiled for the City Council Meetings, should be scanned and stored electronically. There are 4 vertical 4-drawer cabinets and 7 lateral 5-drawer cabinets housing files that date back to 1970. The amount of space made available would accommodate the organized storage of contracts.

Board files should be scanned and moved to the Records Room. There are 2 vertical 5-drawer cabinets and 4 vertical 4-drawer cabinets housing files from 1969.

Executive Session Summary minutes should be scanned in a secured drive or on flash drives that are under lock and key. Paper files could be sent to the Records Room marked with limited access. Currently, executive session minutes are housed in 1 vertical 5-drawer cabinet and 1 vertical 4-drawer cabinet with minutes dating back to 1981.

Historical documents need to be scanned and properly stored to help reduce disintegration.

### **Auditee Response:**

Agenda & Board files can be moved to storage.

With respect to the Executive session minutes, the previous Clerk advised me that these records, must be kept in this office, under lock in key in a secured area.

Yes, I agree with the preservation of those historical documents needs to be scanned; however, that will be a very costly undertaking. I have already asked Municode to look at some of those records. We can get proposals and make a presentation to the Council to consider approving funding.

## **Audit Testing: Customer Service**

The Clerk of Council's Office is also responsible for fielding calls from citizens on a variety of subjects (i.e. ownership of cemetery plots) and providing Notary Services.

We observed phone calls received as well as citizen walk-ins.

### **Audit Findings:**

The records available for determining the ownership of cemetery plots is not adequate. Copies of deeds are minimal. There are no records of any cemetery transactions in the Clerk of Council's office.

All inquiries were handled pleasantly and efficiently.

### **Audit Recommendations:**

Installation of cemetery software would be beneficial to the accuracy and completeness of those records.

### **Auditee Response:**

During my tenure as Clerk, there have never been any cemetery lots sold by me. Previous lots sold are listed in each of the cemetery records books. There are card files of lots that were sold and that system was one that was already in place.

### **Additional Auditee Responses:**

#### **Chain of Command;**

I am not aware of any issues with respect to the Chain of Command. The staff knows that in the absence of the Clerk of Council, the Deputy Clerk would serve in the absence. Then the Administrative Secretary. This was and still is the process since I became a part of the Department.

#### **Relate newly passed city Ordinances to correct meeting minutes**

Ordinance numbers are outlined in the minutes in which they are adopted.

# Action Plan

## Clerk of Council

### Contracts

#### Addressing the Backlog:

Identify an employee to assign the responsibility of maintaining contracts.

Obtain listing of **current annual contracts** from the Purchasing Department.

Obtain listing of **one-time purchases over \$10,000** from the Purchasing Department.

Create space for contracts to be filed by relocating older agenda folders to off-site storage.

Take inventory of the contracts currently on hand in the Clerk of Council's Office.

Decide on most efficient filing system. Refer to the Purchasing Dept for ideas.

Create electronic log of active contracts and one-time purchases (includes contract term dates, vendor name, generic business type, etc...) that are currently housed in the Clerk's Office. Refer to listings maintained in the Purchasing area for ideas on items to include.

All items currently in the office need to be scanned into DocDepot and filed.

Compare the listing of items currently on hand in Clerk's Office with Purchasing records and work to fill in the gaps.

#### Going Forward:

All resolutions should be reviewed for new annual contracts and one-time purchases over \$10,000.

Create log of new items passed during Council and track the approval process ensuring that the final contract resides in the clerk's office.

The logs of contracts on hand and the log of incoming contracts should be worked daily (weekly at a minimum). 1) Expired contracts need to be removed from files, 2) Follow up efforts are to be made to ensure receipt, scanning and filing is occurring on new items.

## Minutes

### Addressing the Backlog:

Identify **dedicated** resources to help with backlog (i.e. GMA, someone with appropriate experience).

Take a current inventory of minutes currently filed in the official minute books.

Begin filling in the gaps. It is recommended that a starting point be the most current minutes and work backwards. Assumption: the most current is of the highest risk to the city.

Using E-Cap, print agenda for each meeting.

Obtain any relevant information from the agenda folders.

Request videos (or flash drive) from CCG-TV. Maintain videos (or flash drive) in the clerk's office should they need to be referred to at a later date.

Review videos and "flesh-out" the existing agenda (adding appropriate info gained from the videos) in **Summary format**.

Summary minutes must be reviewed for spelling, grammar, etc... prior to placing in the official minute books and placing on DocDepot.

### Going Forward:

Official minutes are taken at each meeting in summary format.

Video (or flash drive) of meeting is obtained from CCG-TV. Videos (or flash drives) are filed in the Clerk's Office for future reference.

Summary minutes are completed by the clerk attending the meeting. The agenda should be updated to reflect the significant occurrences at the meeting and adding relevant information not listed on the agenda. Once complete, they are reviewed for accuracy, spelling and grammatical errors and posted on DocDepot within the 48 hours Open Meeting Law requirement as "Unapproved Summary Minutes."

These same summary minutes are forwarded to City Council for their review and to be approved at the next scheduled meeting.

Once these summary minutes are approved and all corrections have been made they, along with appropriate supporting spreadsheets and presentations, are posted to DocDepot. The hard copy

summary is printed and filed in the official minute books. This satisfies the Open Meeting and Open Records Law.

At the end of the day, a *hard copy* of the approved summary minutes, an *online copy* of the approved summary minutes w/supporting documentation and a *copy* of the video is securely housed in the Clerk of Council's Office.

Periodically (monthly, quarterly), a council representative should visit the office and review that the most current minutes have been finalized, are in the official books and posted online.



## Municode

Municode was updated on July 9, 2018. It included updates through March 27, 2018.

Ordinances cover all areas of City Government but there are three major components our citizens rely upon and need to be tracked:

- 1) the Columbus Code (records new/updated laws for the citizens of the community) **REQUIRES UPDATE TO MUNICODE**
- 2) Zoning Atlas (changes in district boundaries and classifications of property) **REQUIRES CHANGES WITH GIS**
- 3) Unified Development Ordinances—UDO (regulates and controls the **development** of land and matters promoting public safety, health, and general welfare of the community. Includes zoning and subdivision platting regulations) **REQUIRES UPDATE TO MUNICODE**

When reviewing Municode for completeness of updates, the UDO seemed to be the only component where some items did not get submitted.

### Addressing the Backlog:

There is not a backlog per se, but ordinances passed must be included in the Municode document.

An email, addressed to the department or contact person for those three components, is to be sent asking for assistance reviewing their ordinances and confirming the updates have been made.

All exceptions will be submitted immediately to Municode for updating.

Copies of the updated documents that include the items previously omitted will be emailed to the respective departments.

### Going Forward:

An electronic log will be kept in the Clerk's Office denoting all ordinances, including the type (i.e. Columbus Code, UDO or Zoning Atlas) to be submitted to Municode for updating.

The log will be updated after each council meeting with items passed during that meeting.

After the last council meeting of the month, updates will be sent to Municode.

When the drafts are received from Municode with the submitted changes, emails with attached updates, are sent to the appropriate contacts in the departments for their approval.

After one week, all confirmations from departments should be noted and Municode is given the ok to update our document.

Final copies of the update received from Municode are emailed to the respective departments.

## Training

The following is an excerpt from the Clerk of Council's job description; it describes the knowledge and skills required:

### Knowledge, Skills and Abilities

Knowledge of governmental policies and procedures. Knowledge of the principles and practices of public administration, including goal setting, program budget development and implementation, and supervision.

Knowledge of applicable state, federal, and local laws, rules, and regulations. Skill in record keeping, report preparation, filing, and records management techniques. Skill in Shorthand and digital recording. Skill in the use of general office equipment, such as a fax machine, computer, and copier. Skill in oral and written communication.

### Educational and Training Requirements

Bachelor's Degree in Public Administration, Business Administration or related field is required. Experience sufficient to thoroughly understand the work of subordinate positions and to be able to answer questions and resolve problems, usually associated with four years of experience or service.

According to the above, a certification is not required but with this position being somewhat independent, it will be beneficial to have a certified person with a solid foundation helping to not just **MAINTAIN** the department once it gets back on it's feet but someone to help **MOVE FORWARD**.

In addition to clerk certification, classes teaching the importance of managing data should be taken. Understanding databases would help increase the efficiency of completing routine tasks in the office as well as implementing and creating technological improvements. Once this understanding comes into play, Excel and Word become a completely different and powerful tool for the user.

## **Management Follow Up**

During this period of transition, periodic follow up should be made with the Interim Clerk. This provides reassurance to the Interim that they are progressing and moving in the direction that Council prefers. The Council will also gain confidence that job responsibilities are being maintained at the levels expected.

The following is an example of a "Task Sheet" noting the major areas of concern to be reviewed. Of course, things may be removed or added to this list.

# Clerk of Council Periodic Review

Date of Visit:

## Items for Review

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### Contracts

Is there a current listing of annual contracts in the Clerk's Office?    YES    NO

Is there a current listing of one-time purchases > \$10,000 in the Clerk's Office?  
     YES        NO

Is the log of outstanding contracts maintained?            YES            NO

Were you able to locate the hard copy of at least two of the most currently executed contracts in the office?            YES            NO

Are contracts and their resolution available on DocDepot?    YES            NO

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### Minutes

Is the Official minute book for the current year up to date with the most current meetings?  
     YES        NO

Does a quick review of the Official Books give confidence that backlog is being addressed?  
     YES        NO

Are *Unapproved* Summary Minutes available on DocDepot?    YES            NO

Are the most current *Approved* Summary Minutes available on DocDepot?

YES

NO

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## Municode

Is the Municode log maintained with the most current ordinances?

YES

NO

Was the last update to Municode made within the last 30 days?      YES    NO

Any additional comments or observations?

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Clerk of Council or Interim

Reviewer

Please keep in mind that the above action plan and task sheet are not *final documents* but *working documents*. As the process moves forward, both may be updated with changes to processes that are beneficial for the office.

It is also recommended that high-level, annual audits be conducted in the Clerk's Office.

Any comments or suggestions you have is greatly appreciated.