



# Corporation of Harpers Ferry

1000 WASHINGTON STREET • P.O. BOX 217

Harpers Ferry, West Virginia 25425

304-535-2206 • FAX 304-535-6520

Wayne Bishop,  
Mayor

BARBARA HUMES, JAY PREMACK, HARDWICK S. JOHNSON, JR., CHRISTIAN PECHEUKONIS, CHARLOTTE THOMPSON, COUNCIL MEMBERS  
KEVIN CARDEN, RECORDER

July 14, 2020

To: Christy Huddle, send via email to [huddlec@yahoo.com](mailto:huddlec@yahoo.com)

Re: 'FOIA Request' - FOIA Request 2020-0010

Ms. Huddle,

This letter serves as partial fulfillment of FOIA request 2020-0010, received 7/7/2020. The request regarding what all the town employees were getting paid when the mayor first came in office, what the employees hired by the current mayor were paid when they started, and all raises received including the months worked between each pay raise, what the pay was when the position was advertised for the jobs held by the current employees.

Below is information to fulfill the request. Town meeting minutes may also provide information to further fulfill your request. If you would like to make an appointment to come into the office we can give you access to the record of minutes and any other helpful documents. If you want police, water or maintenance employee information, please advise.

Angela Cummings– Water Clerk:

Hired as full-time with health insurance/retirement benefits effective, at the rate of \$11.00/hr, March 2016. January 2017 received raise to \$13.00/hr. February 2018 received raise to \$15.50/hr with additional responsibilities of Office Manager. July 2019 received raise to \$15.75/hr through COLA (cost of living adjustment) effective July 1, 2019.

Current pay rate remains at \$15.75/hr (with insurance/retirement benefits).

Rachel VanMetre – Town Clerk

Hired as full-time with health insurance/retirement benefits effective, at the rate of \$12.00/hr.

Received raise to \$12.19/hr through COLA (cost of living adjustment effective July 1, 2019. Current pay rate remains at \$12.19/hr (with insurance/retirement benefits.)

Deborah Kelly – Bookkeeper:

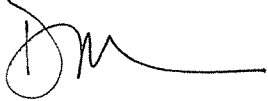
Hired as part-time, not to exceed 18 hrs/wk, with no insurance/retirement benefits, at the rate of \$15.50/hour. Received raise to \$30.00/hr effective September 3, 2018. April 2019 added health

care benefits for individual, family paid by employee, not to exceed 20 hr/wk. Receive raise to \$30.48/hr through COLA (cost of living adjustment) effective July 1, 2019. Current pay remains at \$30.48/hr (with health care benefits for individual, family paid by employee, no retirement benefits)

Pat Morse – Office Coordinator

Hired as part-time, not to exceed 18 hrs/wk, with no insurance/retirement benefits, at the rate of \$15.50/hour. Received raise to \$30.00/hr effective September 3, 2018. Receive raise to \$30.48/hr through COLA (cost of living adjustment) effective July 1, 2019. Current pay remains at \$30.48/hr.

Thank you,

A handwritten signature in black ink, appearing to be 'DK', with a long horizontal line extending to the right.

Deborah Kelly, Bookkeeper (for Town Clerk)

Cc: Mayor  
Recorder  
Town Council

## Hiring Timeline – Rachael VanMetre

### Date/Explanation

10/18-19/18

As a temporary contractor, trained with Town Clerk to understand duties and responsibilities of job.

10/22-31/18

10-day temporary contractor holding down the position while Town Clerk out on vacation.

10/30/18

Request to Office Ops to retain Rachel VanMetre as a temporary employee through the end of the year to work on special projects.

11/8/19

Town Council approval to extend employment of Rachel VanMetre until December 31, 2018.

1/28/19

Office Ops Agenda Review and Action on extending temporary post of Town Clerk employment  
Office Ops Minutes: Approved unanimously to extend Rachel VanMeter's temporary position until February 15, 2019.

2/4/19-2/12/19

Town Clerk Job opportunity posted

2/12/19

Office Ops receives letter of interest and resume from Rachael VanMetre for the Town Clerk Position

2/19/19

Office Ops interviews Rachael VanMetre for Town Clerk Position

3/11/19

Town Council Agenda item 4 (i) discussion and action on hiring a town clerk (this may require executive session)

Town Council approved hiring Rachael VanMetre retroactive March 4, 2019.



# CORPORATION OF HARPERS FERRY

## Town Council DRAFT MINUTES

**Regular Meeting**

**Monday, 11 March 2019**

**7:00 p.m.**

**Town Hall • 1000 Washington Street, Harpers Ferry, West Virginia 25425**

Called to order at 7:00 p.m. by Mayor Bishop.

Member	Title	Status
Wayne Bishop	Mayor	Present
Kevin Carden	Recorder	Present
Barbara Humes	Councilmember	Present
Hardwick S. Johnson, Jr.	Councilmember	Present
Charlotte Thompson	Councilmember	Present
Ed Wheelless	Councilmember	Present
Midge Flinn Yost	Councilmember	Present

The agenda was approved as amended. All present recited the Pledge of Allegiance.

**1. Mayor's general announcements / comments.**

Mayor Bishop announced that the Legislature has passed SB4, which makes the Municipal Home Rule Program permanent in West Virginia. The bill is awaiting signature by Governor Justice. A bill is also pending to make Air BnB subject to hotel-motel tax. Mayor Bishop said survey boundaries regarding the paper streets and rights-of-way in the area of the Hill Top House Hotel are in disagreement, and that will need to be settled prior to any approval of the reconstruction project. An easement for stormwater runoff in the area of the Shewbridge and Kennedy properties has been drafted but not yet endorsed by all parties.

**2. Approval of minutes.**

**a. Regular Council meeting: 11 February 2019.**

The minutes of 11 February 2019 were approved as corrected.

**b. Special Council meeting: 31 January 2019.**

The minutes of 31 January 2019 were approved as received.

**3. Treasurer's reports and approvals.**

**a. Review and approval of financial reports.**

**h. Budget and Finance Committee.**

Ed Wheelless reported that a special meeting will be required to approve the FY2020 draft levy.

**i. Office Operations Committee.**

**i. Discussion and action on hiring for position of Town Clerk.**

*This item was discussed in executive session.*

<b>Motion</b>	Motion to hire Rachel VanMetre for the position of Town Clerk at a rate of \$12.00 per hour with full benefits, effective 4 March 2019, with a 45-day probationary period.
<b>Motion by</b>	Charlotte Thompson
<b>Second</b>	Midge Flinn Yost
<b>Result</b>	<b>UNANIMOUS APPROVAL</b>

**j. Parking Committee.**

*None.*

**5. Organizations / other reports.**

**a. Town planner / facilitator report regarding the proposed Hill Top House Hotel project.**

Planning Consultant Steven Ball said several upcoming meetings are planned to discuss the sale or lease of street rights-of-way.

**i. Discussion and action on preparing a fee resolution for the street negotiation process with SWaN.**

<b>Motion</b>	Motion to approve the resolution establishing and requiring certain submittal materials and fees for negotiations between the Hill Top developer and the Town Council for potential use of public streets and rights-of-way related to the Hill Top House Hotel project, as amended.
<b>Motion by</b>	Barbara Humes
<b>Second</b>	Charlotte Thompson
<b>Result</b>	<b>UNANIMOUS APPROVAL</b>

**b. Hill Top House Hotel monthly progress report.**

A written statement was received from Laurel Ziemianski, which was read aloud by Recorder Kevin Carden.

**c. Harpers Ferry-Bolivar Merchants Association.**

Liesel Corder reported that the federal government shutdown had a profound effect on many businesses in town. The Association issued a letter urging mutual respect concerning the Hill Top House Hotel. A coordinated effort is in discussion with the Corporation of Shepherdstown to bring in tourists. The Association continues to work with Shepherd University's business internship program.

## JOB OPPORTUNITY

Town Clerk, Corporation of Harpers Ferry

This position serves as the principal office clerk with primary oversight responsibility for carrying out established and general office practices and procedures as well as back up responsibility for the data entry and basic bookkeeping functions, credit and collections functions of the Corporation of Harpers Ferry. This is a full-time position with a starting salary of \$12.00 per hour. For questions and to request a job description, email

[charlotte.thompson@harpersferrywv.us](mailto:charlotte.thompson@harpersferrywv.us). To apply, send cover letter and resume to [charlotte.thompson@harpersferrywv.us](mailto:charlotte.thompson@harpersferrywv.us) by February 12, 2019.

## Hiring Timeline – Debbie Kelly

### Date/Explanation

January – Office Ops identifies the need for part time bookkeeper

Late January/early Feb 2018

Brief conversation between Mayor and Ms. Kelly regarding trial employment as bookkeeper.

2/26/18

Date of Hire – temporary position

3/8/19

Letter from Mayor to TC, Commissions, Committees and Office Staff announcing bookkeeper position.

8/13/18

Town Council meeting approved permanent employment position for bookkeeper and coordinator.



# Corporation of Harpers Ferry

1000 WASHINGTON STREET • P.O. BOX 217

Harpers Ferry, West Virginia 25425

304-535-2206 • FAX 304-535-6520

Wayne Bishop

MAYOR

RECORDER  
KEVIN GARDEN

FINANCIAL OFFICER  
BARRI AVALLONE

TOWN CLERK  
NANCY GUMMINS

COUNCIL MEMBERS

BARBARA HUMES  
HARDWICK S. JOHNSON, JR.  
CHARLOTTE THOMPSON  
ED WHEELESS  
MIDGE FLINN YOST

March 8, 2017

Dear Harpers Ferry Town Council, Commissions, Committees and Office Staff,

As a result of reviewing our office functions and many meetings and discussion, I am initiating the enclosed actions to streamline, consolidate and optimize our office. I have charged several volunteers as well as two new part-time employees, Pat Morse as Office Coordinator and Debbi Kelly as Bookkeeper. I have also appointed Angie Cummings as our Office Manager.

Since the departure of our previous treasurer in December we have utilized the services of our accounting representative, Clyde Cook of Cox-Holiday for all of our bookkeeping and accounting functions. Clyde has helped us establish a routine going forward to utilize Debbi as a part-time bookkeeper while Cox-Holiday will provide a means of oversight and checks and balances. In the end, this will reduce Cox-Holiday billable hours providing a more cost-effective yet transparent and secure means of the office's financial function.

Over the coming months, Patty and Debbi will be working between our office staff and Office Ops with the intent of optimizing all aspects of the office. With regard to any questions or changes you have on current procedures that involve the office staff, Angie our Office Manager and Nancy will ask you to direct your request through Patty and Debbi until we establish a working format for any changes. Patty and Debbi will be working at the Town Hall a few days a week to this end. Please feel free to contact them by leaving a message at the Town Hall or email ([officecoordinator@harpersferrywv.us](mailto:officecoordinator@harpersferrywv.us)). I thank you for your patience and cooperation with our personnel as they work through these changes.

Sincerely,

  
Mayor Wayne Bishop

Historic District  
Where The Shenandoah Meets The Potomac



## Hiring Timeline – Patricia Morse

### Date/Explanation

January – Office Ops identifies the need for part time office coordinator.

Late January/early Feb 2018

Brief conversation between Mayor and Ms. Morse regarding trial employment as office manager/coordinator.

2/26/18

Date of Hire – temporary position

3/8/19

Letter from Mayor to TC, Commissions, Committees and Office Staff announcing office coordinator position.

8/13/18

Town Council meeting approved permanent employment position for office coordinator.



# Corporation of Harpers Ferry

1000 WASHINGTON STREET • P.O. BOX 217

Harpers Ferry, West Virginia 25425

304-535-2206 • FAX 304-535-6520

Wayne Bishop

MAYOR

RECORDER

KEVIN GARDEN

FINANCIAL OFFICER

BARRI AVALLONE

TOWN CLERK

NANCY CUMMINS

COUNCIL MEMBERS

BARBARA HUMES

HARDWICK S. JOHNSON, JR.

CHARLOTTE THOMPSON

ED WHEELLESS

MIDGE FLINN YOST

March 8, 2018

Dear Harpers Ferry Town Council, Commissions, Committees and Office Staff,

As a result of reviewing our office functions and many meetings and discussion, I am initiating the enclosed actions to streamline, consolidate and optimize our office. I have charged several volunteers as well as two new part-time employees, Pat Morse as Office Coordinator and Debbi Kelly as Bookkeeper. I have also appointed Angie Cummings as our Office Manager.

Since the departure of our previous treasurer in December we have utilized the services of our accounting representative, Clyde Cook of Cox-Holiday for all of our bookkeeping and accounting functions. Clyde has helped us establish a routine going forward to utilize Debbi as a part-time bookkeeper while Cox-Holiday will provide a means of oversight and checks and balances. In the end, this will reduce Cox-Holiday billable hours providing a more cost-effective yet transparent and secure means of the office's financial function.

Over the coming months, Patty and Debbi will be working between our office staff and Office Ops with the intent of optimizing all aspects of the office. With regard to any questions or changes you have on current procedures that involve the office staff, Angie our Office Manager and Nancy will ask you to direct your request through Patty and Debbi until we establish a working format for any changes. Patty and Debbi will be working at the Town Hall a few days a week to this end. Please feel free to contact them by leaving a message at the Town Hall or email ([officecoordinator@harpersferrywv.us](mailto:officecoordinator@harpersferrywv.us)). I thank you for your patience and cooperation with our personnel as they work through these changes.

Sincerely,



Wayne Bishop

Mayor Wayne Bishop

Historic District

Where The Shenandoah Meets The Potomac



# Corporation of Harpers Ferry

1000 WASHINGTON STREET • P.O. BOX 217

Harpers Ferry, West Virginia 25425

304-535-2208 • FAX 304-535-6520

Wayne Bishop

MAYOR

RECORDER  
KEVIN GARDEN

FINANCIAL OFFICER  
BARRI AVALLONE

TOWN CLERK  
NANCY CUMMINS

COUNCIL MEMBERS

BARBARA HUMES  
HARDWICKS, JOHNSON, JR.  
CHARLOTTE THOMPSON  
ED WHEELLESS  
MIDGEFLINN YOST

February 26, 2018

Mrs. Patricia Morse  
PO Box 1038  
Harpers Ferry, WV 25425

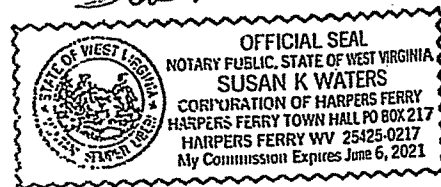
Dear Pat,

Thank you for joining our office staff as part-time Office Coordinator at a rate of \$15.50/per hour (no benefits or PTO) effective February 26, 2018. Your function will involve optimizing our office procedures. This will involve more intensive hours over the coming 3-6 months, ideally with your hours tapering to 'as needed' after that. We will assess and re-evaluate this periodically through this time. In this capacity, you report directly to the Mayor.

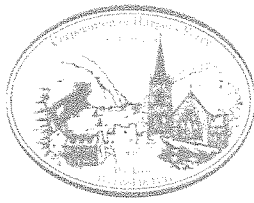
Sincerely,

Mayor Wayne Bishop

*Susan Waters*



Historic District  
Where The Shenandoah Meets The Potomac



# Corporation of Harpers Ferry

1000 WASHINGTON STREET • P.O. BOX 217

Harpers Ferry, West Virginia 25425

304-535-2206 • FAX 304-535-6520

Wayne Bishop,  
Mayor

BARBARA HUMES, JAY PREMACK, HARDWICK S. JOHNSON, JR., CHRISTIAN PECHEUKONIS, CHARLOTTE THOMPSON, COUNCIL MEMBERS  
KEVIN GARDEN, RECORDER

July 21, 2020

To: Christy Huddle, send via email to [huddlec@yahoo.com](mailto:huddlec@yahoo.com)

Re: 'FOIA Request' - FOIA Request 2020-0010

Ms. Huddle,

This letter serves as complete fulfillment of FOIA request 2020-0010, received 7/15/2020. The request regarding 1) the start date and pay of the maintenance person and if there has been a pay increase, the date, and the current pay, 2) verification the pay that each one started at was for an advertised opening with that pay being information provided to the applicants?

Below is information to fulfill the request. Town meeting minutes may also provide information to further fulfill your request.

- 1) Maintenance Worker: Documents attached, current pay \$25.40/hr.
- 2) Advertisements: Documents attached
  - a. Town Clerk – advertisement verbiage attached
  - b. Office Coordinator – no documents exist
  - c. Bookkeeper – no documents exist
  - d. Water Clerk – job description in personnel file attached
  - e. Maintenance Worker – job posting included in item #1 above

This closes this FOIA Request 2020-0010.

Thank you,

Deborah Kelly, Bookkeeper (for Town Clerk)

Cc: Mayor, Recorder, Town Council



# Corporation of Harpers Ferry

1000 WASHINGTON STREET • P.O. BOX 217

Harpers Ferry, West Virginia 25425

304-535-2206 • FAX 304-535-6520

Wayne Bishop

MAYOR

RECORDER  
KEVIN CARDEN

TOWN CLERK  
NANCY CUMMINS

COUNCIL MEMBERS

BARBARA HUMES  
HARDWICK S. JOHNSON, JR.  
CHARLOTTE THOMPSON  
ED WHEELESS  
MIDGE FLINN YOST

November 7, 2018

Mr. Larry Waters  
PO Box 646  
49 Mason Way  
Harpers Ferry, WV 25425

Dear Mr. Waters,

This letter serves as verification of employment by the Corporation of Harpers Ferry – Streets and Maintenance Department on a temporary, as needed for special projects and matters of public health and safety effective November 12, 2018. As agreed your rate of pay as a temporary part time employee will be \$25/hour, no benefits or paid time off. On behalf of the town I thank you for your service and welcome you to Harpers Ferry.

Sincerely,

Wayne Bishop  
Mayor

Historic District  
Where The Shenandoah Meets The Potomac



# CORPORATION OF HARPERS FERRY

## Interoffice Memo

---

Town Hall • 1000 Washington Street, Harpers Ferry, West Virginia 25425

---

TO: Larry Waters  
From: Deb Kelly  
Re: COLA Wage Increase  
Date: July 1, 2019

Harpers Ferry Town Council approved a 1.6% increase in wages for all employees effective July 1, 2019. As July 1 fell in the middle of this past pay period, you will see 2 wage rates on your pay check stub. 'Hourly II' will be your old pay rate for the first week of the pay period. 'Hourly' will be the new rate going forward and was applied to the second week of the period. 'Hourly II' will be dropped from future pay cycles.

Following is your new hourly rate.

Hourly Rate: \$25.40

Please feel free to contact me if you have questions,  
Debbi



## CORPORATION OF HARPERS FERRY

---

Town Hall • 1000 Washington Street, Harpers Ferry, West Virginia 25425

---

### **Maintenance Worker Position Available** Corporation of Harpers Ferry

September 12, 2019

This is a seasonal, flexible position, not to exceed an average of 18 hours per week, with focus on performing a variety of skilled and semi-skilled maintenance, repair, construction and re-construction duties involved in the upkeep of Town assets. This includes Town Hall, parks, streets, sidewalks, rights-of-ways, trees, landscaping and other public service activity areas. Duties include mowing, some snow removal, trash pick-up and maintenance of town equipment and buildings. Work can be physically demanding requiring sufficient strength and stamina. Must have a valid driver's license and may require weekend hours. Wage commensurate with experience. Please fill out an application at the Town Hall office, 2<sup>nd</sup> Floor, 1000 Washington Street, Harpers Ferry, WV on or before September 18, 2019.

Position Title: Grounds Keeper/Maintenance, Corporation of Harpers Ferry

This position serves as the grounds keeper and general maintenance person for the Corporation of Harpers Ferry.

Major Responsibilities

· Maintains all public land within the Corporation

Mow all public areas

Clear snow/ice at town hall and other areas as requested

Trim branches/brush

Police trash in lower town

Maintain signage throughout the town including curb stripping

Maintain all grounds keeping equipment

Perform general maintenance at the town hall—HVAC filters, lights, locks

· Knowledge Required by the Position

Possess well developed oral communication skills

Have the ability to work methodically & accurately under pressure & deadlines

Possess excellent time management skills with the ability to work alone and/or w a small team

Have excellent interpersonal & customer relation skills

Have basic math & financial computer skills

Resolve inquiries based upon established office practices & guidelines

Have a good understanding & exercise good judgement of Town policies and procedures



## Deb Kelly

---

**From:** Kevin Carden  
**Sent:** Tuesday, October 15, 2019 2:38 PM  
**To:** Deb Kelly  
**Subject:** Re: Larry Waters


Hi Deb,

The motion that was made is as follows:

<b>Motion</b>	Motion to hire Larry Waters for the position of Maintenance Worker at a wage of \$25.00 per hour, not to exceed 940 hours per year, with probationary period waived.
<b>Motion by</b>	Charlotte Thompson
<b>Second</b>	Christian Pechuekonis
<b>Result</b>	<b>MOTION APPROVED</b>

**Kevin Carden | Recorder | Town Council Member | Ordinance Review Committee Member | Webmaster**

Corporation of Harpers Ferry | PO Box 217 | Harpers Ferry WV 25425  
Cell 304-886-2325 | [kevin.carden@harpersferrywv.us](mailto:kevin.carden@harpersferrywv.us) | [facebook.com/KevinCardenHFWV](https://www.facebook.com/KevinCardenHFWV)

 Be kind to the environment. Please don't print this email unless you really need to!

NOTICE: Email correspondence to and from this email address is subject to the West Virginia Freedom of Information Act (FOIA). It may be disclosed, in whole or in part, to third parties upon FOIA request. It may also be privileged or otherwise protected by certain applicable legal rules. Unauthorized disclosure of confidential information is prohibited by law. If you have received this email in error, please notify the sender immediately and delete all records of this email.

---

**From:** Deb Kelly <[dkelly@harpersferrywv.us](mailto:dkelly@harpersferrywv.us)>  
**Sent:** Tuesday, October 15, 2019 11:03  
**To:** Kevin Carden <[kevin.carden@harpersferrywv.us](mailto:kevin.carden@harpersferrywv.us)>  
**Subject:** Larry Waters

Good morning Kevin, Could you let me know if the change to 20 hr employee for Larry was passed last night. We'd like to get moving with his PCard and phone, etc. Thanks, Deb

Debbi Kelly  
Bookkeeper  
Corporation of Harpers Ferry  
PO Box 217  
Harpers Ferry, WV 25425  
304-535-2206 EXT 3  
[dkelly@harpersferrywv.us](mailto:dkelly@harpersferrywv.us)

**CONFIDENTIALITY NOTICE:** *This email and any attachments are confidential and may be protected by legal privilege. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of this email or any attachments is prohibited. If you have received this email in error, please notify me immediately by telephone and delete this email from your device.*



# Corporation of Harpers Ferry

1000 WASHINGTON STREET • P.O. BOX 217

Harpers Ferry, West Virginia 25425

304-535-2206 • FAX 304-535-6520

Wayne Bishop,  
Mayor

BARBARA HUMES, HARDWICK S. JOHNSON, JR., CHARLOTTE THOMPSON, ED WHEELLESS, MIDGE FLINN YOST, COUNCIL MEMBERS  
KEVIN CARDEN, RECORDER

October 15, 2019

Mr. Larry Waters

Dear Larry,

I am pleased to inform you on behalf of the Town Council that we have officially hired you as Maintenance Specialist, a permanent/regular part-time position effective October 15, 2019, working an average of 18 hrs or less per week at a rate of \$25.00/hr (\$23,400.00 annualized). Your schedule will fluctuate seasonally and your average hours are not to exceed 940 hours in a calendar year.

Sincerely,

Wayne Bishop  
Mayor

Historic District  
Where The Shenandoah Meets The Potomac

**JOB OPPORTUNITY**

**Town Clerk, Corporation of Harpers Ferry**

This position serves as the principal office clerk with primary oversight responsibility for carrying out established and general office practices and procedures as well as back up responsibility for the date entry and basic bookkeeping functions, credit and collections functions of the Corporation of Harpers Ferry. This is a full-time position with a starting salary of \$12.00 per hour. For questions and to request a job description, email [charlotte.thompson@harpersferrywv.us](mailto:charlotte.thompson@harpersferrywv.us). To apply, send cover letter and resume to [charlotte.thompson@harpersferrywv.us](mailto:charlotte.thompson@harpersferrywv.us) by February 12, 2019.

Salary Range: \$9.00 per hour to \$12.00 per hour

Position Title: Water Clerk, Corporation of Harpers Ferry

I. Introduction

This position is located in the Office of the Mayor, Corporation of Harpers Ferry, WV. The incumbent serves as the town's Water Clerk with primary oversight responsibility for carrying out all established and general office practices and procedures directly and indirectly related to the Harpers Ferry Water Department and the Harpers Ferry Public Service District. This includes complete responsibility for all accounts receivable, credit and collections functions for the Water Department and Public Service District.

II. Major Duties and Responsibilities

The incumbent serves as the principal Water Department and Public Service District office staff. He/she is the initial contact for personal and telephone inquiries to the Town Hall regarding all water and sewer issues. These are varied and may include such tasks as inquiries on water accounts, requests for information regarding Town services, emergency service calls, service initiations and terminations, resolution of complaints on various issues and requests for information from Town Council members. As the staff member charged with responsibility for the credit and collections function for the water and sewer departments, he/she is responsible for billing, receipt, credit and collections and accounts receivable recordkeeping for the water and sewer customer base of Harpers Ferry and Bolivar. As the Water Clerk, he/she is responsible for filing, maintenance and knowledge of town records. As the Water Clerk, he/she will interact with Harpers Ferry Water Works employees and the Public Service District personnel to deal with questions on the operations of the water systems. The incumbent may be required to provide back-up assistance to the Town Clerk, Bookkeeper, and Police Secretary as needed. Performs other duties as assigned.

III. Knowledge Required by the Position

The incumbent will be required to:

- a. Possess and use on a regular basis well developed written and oral communication skills. These skills will be required to effectively communicate with Town officials, residents, visitors, staff, and others in order to provide information, schedule water connects and disconnects, provide information on various kinds of permits, resolve complaints and other issues, and basically act as the information "hub" for the Town Hall regarding all issues related to water and sewer.
- b. Have well developed basic math and computer skills. He/she will be required to learn how to use the software package the town currently uses for both water and sewer accounting, and general accounting. Incumbent must have a well developed ability to use the Microsoft Office suite.
- c. Have the ability to work methodically and accurately under pressure and timed deadlines.
- d. Have excellent interpersonal and customer relations skills
- e. Possess excellent time management skills and the ability to work alone and in a small team

- f. A good understanding of Town policies and procedures
- g. An analytical approach to resolving customers queries and complaints
- h. Maintain the total confidentiality of all records and information related to specific customer financial and related records.

IV. Supervisory Controls

The position reports to the Mayor, who provides administrative and supervisory guidance. Overall daily assignments are made in general terms by the Mayor, according to the office mission. The incumbent is relied upon to use sound judgment; to be aware of the requirements of their position, and schedule their tasks accordingly.

V. Guidelines

Guidelines for the position are varied and include such sources as established office practices and procedures, Ordinances of the Town of Harpers Ferry, formal application forms and licenses, State of West Virginia mandates, and West Virginia Public Service Commission rules and regulations.

VI. Complexity

The work requires the application of well-developed elementary math skills, reading and verbal abilities, and excellent customer relations skills. The incumbent must be proficient in the use of computer word processors, spreadsheets and a 10 key calculator. He/she will be required to instruct customers to complete license, permit and tax forms. Additionally, an accurate and accessible file system of forms, applications, and licenses will be maintained. At times he/she may be required to do light accounting tasks using the office's general accounting software.

VII. Personal Contacts

Personal contacts are varied and include professional contact with the Mayor, Town Council, residents of Harpers Ferry and Bolivar, visitors, officials from neighboring jurisdictions and others. Contacts are often characterized by unannounced visits, planned meetings, etc. The purpose of the incumbent's contacts is to gather and verify records, and/or document general and specific office administration requirements and procedures. In addition, the incumbent may serve as the main or only contact a person has with the Town and therefore conduct and demeanor are of paramount importance.

VIII. Physical Demands

Although physical demands are generally minimal, the incumbent may at times have to move moderately heavy journals or small boxes. He/she may be exposed to office demands requiring short and sometimes intense deadlines and close supervisory monitoring.

---

Harpers Ferry Mayor

---

Incumbent