

DEPARTMENT SUMMARY
CITY CLERK'S OFFICE

Mission Statement

It is the mission of the Office of the City Clerk to maintain records and provide accurate information; to provide superior, professional and friendly services to the public and to our internal customers; to conduct elections in a non-partisan and impartial manner, and; to issue licenses and permits to ensure fair Code compliance.

Department Description

Generally, the Office of the City Clerk is a service department within the City of Glendale upon which the City Council, all City departments, and the general public rely for information regarding the operations and legislative history of the City. The department serves as the liaison between the public and city council and provides related municipal services.

Particularly, the City Clerk is the protector of the democratic process. He/she is the local official for elections, local legislation, the Public Records Act, the Political Reform Act, and the Brown Act (open meeting laws). Before and after the City Council takes action, the City Clerk ensures that actions are in compliance with all federal, state, and local statutes and regulations and that all actions are properly executed, recorded, and archived.

Other responsibilities include, but are not limited to:

Records

Attest, notarize, process, file, research, retrieve, maintain, monitor, plan, evaluate, receive, sign, countersign, open, close, seal and deliver upon request most documents that flow into and out of City Hall.

Provide Accurate Information Dispense information regarding the California Government Code, the Public Records Act, the Brown Act, the Political Reform Act, the City Municipal Code, and the telephone numbers and extensions of every office in city government.

Customer Service

Listen attentively, be friendly, utilize all resources, and maintain patience.

Impartiality

Coordinate municipal elections in a non-partisan manner; obey all state and federal laws.

Code Compliance

Exercise complete compliance to the Municipal Code when processing and issuing various licenses and permits.

Relationship to Strategic Goals

Diversity

The Office of the City Clerk values the City's diversity by embracing the ideology of including people of different cultural and religious backgrounds.

Multicultural participation in the democratic process, as well as other activities, is highly encouraged.

Education, Knowledge, & Literacy

It is the goal of the Office of the City Clerk to educate the community on the democratic process and governmental operations, and to offer assistance on protocol in achieving positive results in their quest to mitigate issues.

Sense of Community

The Office of the City Clerk prides itself with fostering a sense of belonging to the community by encouraging participation in the governmental process.

Trust in Government

The Office of the City Clerk serves the community by taking the lead role as the

central information center, directing and answering inquiries of citizens in an effort to provide a pleasant experience with local government, and offer the ultimate transparency to the community.

Major Accomplishments

In fiscal year 2008, the Office of the City Clerk replaced a Senior Office Services Specialist with an Office Services Specialist II by downgrading the position due to a retirement, thus creating salary savings. Additionally, the department has implemented the Tobacco Retail License program, which creates additional revenue for the General Fund.

The Office of the City Clerk enhanced its' voter outreach efforts during the Election season. Those efforts included: recruitment of multilingual poll workers to staff all precincts; established the Glendalevotes.org website to provide election information on the April 2009 General Municipal Election; and produced a commercial for airing on local access stations (made available in English, Armenian, and Spanish).

| CITY CLERK | | | |
|-----------------------------|-----------------------------|-------------------------|-------------------------|
| | Actual Expenditures 2007-08 | Original Budget 2008-09 | Proposed Budget 2009-10 |
| Salaries & Benefits | 884,812 | 940,769 | 879,372 |
| Maintenance & Operations | 166,488 | 500,341 | 196,128 |
| Charges - Other Departments | (16,771) | (30,000) | (10,000) |
| Total Appropriations | 1,034,528 | 1,411,110 | 1,065,500 |