

MCTI CURRICULUM: CORE COMPETENCIES

Levels and Forms of Government

5.0 Hours

- Overview of federal and state government; outlining which agencies local governments use or should use a resource
- Overview of local government (Home Rule, powers and duties, etc.)
- Different forms of local government and organizational structure for each (municipalities, counties, special purpose districts and school districts)
- Intergovernmental cooperation; how to partner with other governments and agencies
- Funding sources and how it is spent

Municipal Law

7.0 Hours

- State laws affecting municipalities; current legislative update
- How a bill becomes law
- FOIA (preparing public notices/advertisements of council meetings and other official functions; handling public information/media requests)
- Municipal ordinances, resolutions, proclamations (definitions, how to file, codification, etc.)
- Annexation laws and responsibilities
- Difference between state law and municipal ordinances and how these affect the operation of local government

Role of the Clerk and Meeting Administration

7.0 Hours

- Parliamentary procedure
- Other strategies for conducting effective meetings
- Agendas and minute writing (what is required in law, best practices)
 - Preparing/distributing agenda packets for council meetings and other official meetings
 - Transcribes and prepares council meeting and other official city/town meeting minutes (when these documents must be made available to media – before or after they become officially adopted at next meeting?)
 - Publishes and indexes council meeting and other official city/town meeting minutes
- Clerk as part of executive/management team

Records Management

5.0 Hours

- State and local record management/retention requirements and schedules
- Overseeing the codification of ordinances into the municipal code (questions to ask your vendor)
- Certifying and recording municipal documents
- File/maintain official municipal records and public documents
- File/maintain personnel records of municipal employees and job applicants
- Developing record retention schedules, filing and retrieval systems (when and how to do back-ups, imaging, computerized records, microfilm, etc.)
- Maintaining historical record of municipal activities

MCTI CURRICULUM: CORE COMPETENCIES

Human Resource Management

7.0 Hours

- Labor/employment law affecting employment practices (value of labor attorneys)
- Benefits and retirement programs
- IRS/state tax reporting and filing requirements
- Workers' Compensation
- Processing personnel actions for city/town employees (hiring, termination, salary increases, benefits etc.)
- Enforcing personnel policy
- Recruiting interviewing, hiring, firing, performance appraisals

Financial Management

5.0 Hours

- Sound public financial management practices
- Investments
- Financing tools (MID, TIF, hospitality, accommodations taxes, etc.)
- Financial reports

Basic Budgeting

3.5 Hours

- Fiscal management (responsibilities of elected officials and staff)
- Budget preparation responsibilities among varying forms of government
- Legal requirements
- Budget cycle (preparing, planning, expenditures and revenues)
- Adopting amending the budget
- Budget implementation
- Review financial controls and reporting
- Material resources

Basic Accounting

3.5 Hours

- Financial accounting, reporting and auditing
- Fund accounting
- Governmental funds
- Governmental fund budgetary issues
- Transaction examples
- Proprietary funds
- Fiduciary funds
- Revenue accounting
- Expenditure accounting
- Basic financial statements (balance sheets, income statements)
- Internal controls
- Governmental auditing
- Fixed asset management

Payroll Administration

3.5 Hours

- Payroll preparation

MCTI CURRICULUM: CORE COMPETENCIES

- Employment tax filing
- IRS and state tax reporting and filing requirements

Technology in the Workplace

7.0 Hours

- Merging technologies to assist in performing job functions
 - Credit card payments (state contract)
 - Imaging, computerized records, microfilm, paperless council meetings
- Technology infrastructure (role of IT person, technology assessment, building IT into the budget)
- Computer skills (using various software applications)
- Websites

Ethics

5.0 Hours

- State ethic laws
- Ethical decision making
- Ethical responsibilities of the clerks and treasurers
 - Receiving filings of candidates for public office
 - Conducting city/town elections
 - Processing personnel actions for city/town employees (hiring, termination, salary increases, benefits etc.)
 - Enforcing personnel policy
 - Preparing requests for bids for products or services
 - Resolving citizen complaints/concerns

Written Communication

3.5 Hours

- Composing correspondences, letters, emails and other documents
- Types of correspondences, letters and other documents
- Business writing

Interpersonal/Human Relations Skills

**10.5
Hours**

- Handling public information/media requests
- Handling stress
- Effective teams
- Management skills
- Listening skills
- Professional – being the “face” for your town/city

Decision Making

3.5 Hours

- Decision making processes
- Understanding relationships between symptoms
- Generating alternatives
- Decision factors/evaluation
- Key players/influencers in the decision making process

MCTI CURRICULUM: CORE COMPETENCIES

Customer Service

7.0 Hours

- Resolving citizen complaints/concerns
- Conflict resolution
- Telephone etiquette
- Internal/external customer service skills
- How to respond to diverse personalities

Election Administration

3.5 Hours

- Overview of election state law
- State laws affecting municipal elections (filings, etc.)
- How to conduct city/town elections and special elections
- Receiving filings of candidates for public office
- Conduct of candidate election (method of elections)
- Conduct of election day
- Timeline illustrating key milestones and filing dates for municipal elections
- Municipal election ordinances

Business License Administration

3.0 Hours

- Definition of Business License – what it is and isn't
- State Law Authorizes – must use gross receipts
- Franchise – difference b/w business license
- Non-taxable Businesses and Limitations
- Primary Use – raise funds; Secondary Use – regulation.
- Reasonableness
- Council adopts, license officials must interpret.
- Doing Business – how to determine.
- Classifications
- Gross Income – how to determine, what to exclude and include – burden is on taxpayer to prove exemption.
- Rates and Fees – NO FLAT FEES (except as base fee), prorate annexations
- Office Procedures – FOIA, good records, violations should be dealt with promptly set procedures to match office/municipality size.
- Enforcement – Do not renew future license, issue ordinance summons, assessments.
- Income verification methods (require tax returns at renewal, sales tax list, building permits, audits).
- Revocations – Limited power, business can still operate, long process
- Basic overriding rule is what is in municipality's ordinance
- Difficult Applications – Always use resources of handbook, list serve, and peers

Procurement

1.5 Hours

- Definitions and key terms
- Procurement policies/ordinances
- Preparing and sending out requests for bids for products or services
- Opening bids for products or serviced

Time Management

2.5 Hours

- Basic time management

MCTI CURRICULUM: CORE COMPETENCIES

- Prioritization tools
- Identifying and reducing time wasters

Risk Management

2.0 Hours

- Introduction to Risk Management (*Steps - Identify, Evaluate, Implement, Monitor; Techniques - Avoidance, Loss Control, Risk Retention, Risk Transfer*)
- Definitions and key terms
- Knowledge of risk management practices (strategies for clerks/treasurers to encourage departments to implement these practices)
- Where insurance fits into the risk management framework
- Coverage basics - workers compensation, property, liability
- Safety in the workplace
- Using personal vehicles for work purposes
- Special issues facing local government
- Law Enforcement
- Special Events
- Hold Harmless and Indemnification Agreements
- Bid, Public Officials, Performance, Material & Payment Bonds
- Recent Legal Updates

Negotiation/Collaboration Skills

3.5 Hours

- Negotiating with council/coworkers/city manager
- Power of persuasion with employees, council and other key influencers
- Negotiating contracts with vendors

Public Speaking

3.5 Hours

- Oral presentation skills
- Public speaking skills
- Understanding your audience
- Reading body language
- When to use Power Point presentations

Grants Administration

1.5 Hours

- Preparing grant applications
- Preparing grant reimbursement requests
- Where to find grants
- Managing grants
- Grant agreements
- What gets funded
- Key elements to writing a grant

Notary Public

1.0 Hours

- Duties of a notary

MCTI CURRICULUM: CORE COMPETENCIES

- Certifying and recording city/town documents
- Performing notary public functions
- Qualifications to become a notary
- Application process
- Electronic notarizations
- Do's and Don'ts
- State Certification for International transactions
- State law updates