



State of Alaska;  
 Department of Commerce, Community, and Economic  
 Development; Division of Community and Regional Affairs

# Clerk’s Management for Rural Utilities Syllabus

**Instructors**  
 RUBA Staff

**Phone**  
 (907) 269-4549

**Fax**  
 (907) 269-4563

**Office Locations**  
 Anchorage  
 Bethel  
 Dillingham  
 Fairbanks  
 Juneau  
 Kotzebue  
 Nome

**Course Overview**

The course builds skills and knowledge needed to work effectively as a clerk with a small water and wastewater utility in rural Alaska. The instructors present seven lessons with topics that include the clerk’s roles and responsibilities, public relations, meetings, office and records management, elections, financial management, ordinances and resolutions. See “Course Content” below for details within each lesson.

The course is 32 hours long and can be taught online using a learning management system or in person at one of our office locations. If the course is taught in person travel scholarships are available for those who successfully complete the class.

**Who Should Take the Course?**

Municipal clerks, utility clerks, treasurers, bookkeepers, managers, administrators, chiefs, mayors, and council members who are involved in the managerial and financial operations of the utility. In the RUBA program’s partnership with the Department of Environmental Conservation, water and wastewater operators can earn 3.2 core continuing education units (CEUs).

**Operations and Maintenance Best Practices**

The course qualifies for Operation and Maintenance Best Practices points used to determine eligibility and prioritization for community sanitation projects. Here is the link to more information about Best Practices.

[Operations and Maintenance Best Practices](#)

**Homework and Attendance Policy**

Students are expected to attend each day, read lesson materials before class, participate in discussions and lesson exercises take a pre-test and post-test, and draft action plans to take back to their communities.

**Additional Information**

Here is the link to more information about the RUBA program, our approach to helping communities, and class offerings.

[Rural Utility Business Advisor Program](#)

**Course Content**

Lesson	Subject
Lesson 1: Introduction & Overview	<ul style="list-style-type: none"> <li>▪ Overview of RUBA Program</li> <li>▪ Role of Utility Clerk</li> <li>▪ Role of Municipal Clerk</li> <li>▪ Alaska Statute: Title 29 Municipal Government</li> </ul>
Lesson 2: Public Relations	<ul style="list-style-type: none"> <li>▪ Clerk’s Role in Public Relations</li> <li>▪ Telephone Communications</li> <li>▪ Written Communications</li> <li>▪ Newsletters/Press Relations/Community Support</li> <li>▪ Customer Billings/Service Agreements</li> <li>▪ Consumer Confidence Report</li> </ul>

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Lesson 3:  
Meetings

- Open Meetings Act
- Regular Meetings
- Special Meetings/ Emergency Meetings/Public Hearings
- Work Sessions/ Executive Sessions

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- Notice of Meetings
  - The Meeting Agenda
  - Parliamentary Procedure
  - Robert's Rules of Order
  - Meeting Minutes
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Lesson 4:  
Office Management

- Time Management
- Dealing with Interruptions
- Space Management
- Procedures Manuals
- Training
- Clerk's Role in Records Management
- Public Access
- What is Considered Confidential?
- Authenticating Records
- Developing a Records

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Lesson 5:  
Elections

- Municipal Elections
- Voter Registration
- Polling Places and Voting Equipment/Calendar
- Notice of Election/Filing for Seats
- Ballot Preparation
- Absentee and Questioned Voting/Election Judges
- Election Day Activities
- Closing the Polls/Certifying Elections
- Runoff Elections
- Contesting Elections
- Records Retention for Elections

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Lesson 6:  
Financial Management

- Chart of Accounts
- Budgeting
- Accounting
- Accounts Payable
- Accounts Receivable/Collections
- Purchasing System
- Payroll System
- Asset Inventory Control System/Reserve Fund System
- Financial Reporting
- Rate Setting
- Risk Management and Insurance

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Lesson 7:  
Ordinances and Resolutions

- Ordinances
- Types of Ordinances
- Writing Ordinances
- Adopting an Ordinance
- Amending an Ordinance
- Repealing an Ordinance
- Codification
- Resolutions
- Utility Ordinance

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