



POSITION DESCRIPTION

Position Title: Part-time Building and Zoning Administrative Assistant

Reports to: Building & Zoning Manager

FLSA Status: Non-Exempt

Status: Regular Part-Time

Grade: III

Hours of Work: Primarily regular dayshift office hours.

Statement of Duties

Under the direction of the Building and Zoning Manager, this position provides customer service activities related to answering incoming calls, assisting customers who walk into the department, and the delivery of residential and commercial permits. Position is responsible for performing a variety of routine and complex clerical and administrative work in keeping official records, providing administrative support to the Building and Zoning department staff, and assisting in the administration of the standard operating policies and procedures of the department.

Supervision

Employee works under the general supervision of the Building and Zoning Department Manager. Employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently. New or unusual assignments are explained by the supervisor, including suggested work methods. Supervisor reviews work only to an extent sufficient to ensure that completed work and methods used are technically accurate, and that instructions are being followed.

Employee has access to confidential lawsuits, and client records of the department.

Employee does not exercise any supervisory responsibilities over full-time or part-time employees. Employee may be directed by supervisor to provide direction and support to seasonal employees.

Job Environment

Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Employee uses judgment to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline to use in a given situation. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Errors could result in adverse public relations, a delay or loss of service, monetary loss, and/or legal repercussions.

The position has frequent contact with the public in person and on the phone to schedule inspections, explain code enforcement issues, and issue permits. Other contacts are with residents, other Village departments, Fox Metro Water Reclamation, and contractors to give or receive information and assistance, and coordinate work. These contacts usually occur in person, in writing, via computer, and on the phone.

Position Functions

The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.

Primary Essential Functions

1. Provides first line, primary telephone and counter coverage for Building and Zoning Department. Receives the public and answers questions; responds to inquiries from citizens, employees, and others regarding building permit process, referring only when necessary to appropriate departments/persons.
2. Assists residents and builders in the building permit process; ensures that applications received are accurate and complete; provides information and explanation regarding policies and procedures; collects associated fees; and schedules inspections.
3. Assists with contractor registration, ensuring all information is collected and registration is issued prior to permits. Enters information into database of contractor registration.
4. Schedules inspections and enters accurate inspection information into database for tracking status. Files inspection results.
5. Assists staff in processing and assembling and issuance of permits in accordance with department operations.

6. Provides back up support and assistance to other clerical staff in office including contractor registration, permit handling and processing as well as all functions within the administrative requirements of the department.
7. Performs other duties as requested or assigned.

Recommended Minimum Qualifications

Physical and Mental Requirements

Employee works in a moderately loud office setting with frequent interruptions. Employee is required to stand, walk, sit, talk, listen, and use hands while performing duties. Occasionally, employee may be required to lift objects up to 10 lbs., and seldom lifts up to 30 lbs. Employee is occasionally required to deal with irate individuals. Normal vision is required for the position. Equipment operated includes office machines and computers.

Education and Experience

A candidate for this position should have a High School Diploma or equivalent with one to three (1-3) years of increasingly responsible related office experience, or any equivalent combination of related education and experience.

Knowledge, Skills and Abilities

A candidate for this position should have knowledge of the following:

- Computers and electronic data processing
- Modern office practices and procedures
- Department operations, policies, and procedures

Skill in:

- Communication, customer service and organization
- Use of computer software programs and office applications (such as Word, Excel, Outlook)
- Grammar and business writing/correspondence
- Interpersonal relations

And ability to:

- Interact with others in a highly effective, customer service-oriented manner
- Establish and maintain courteous and effective working relationships with co-workers, public officials, residents, contractors, developers, architects, and the general public
- Prioritize and perform multiple tasks in a detailed and accurate manner
- Prepare accurate reports and correspondence and maintain accurate files
- Exhibit professional decorum and perform duties with discretion and tact