



## **Job Description**

**Position Title:** Administrative Assistant

**Department:** Building & Permits

**Reports to:** Development Services Office Manager

**Status:** Regular Full-Time, Non-Exempt

**Grade:** IV

**Hours of Work:** Primarily regular dayshift office hours

### **Statement of Duties**

Position provides customer service activities related to commercial and residential construction, including answering incoming calls, assisting customers in person, and the processing 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 Permits department staff.

### **Supervision and Responsibilities**

Employee works under the general supervision of the Development Services Office 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.

Errors could result in adverse public relations, a delay or loss of service, monetary loss, and/or legal repercussions. Employee has access to confidential lawsuits, and client records of the department.

Employee does not have 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 in a particular situation.

The position has constant 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.

## **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.

1. Provides first-line, primary telephone and counter coverage for Building and Permits Department. Receives the public and answers questions; responds to inquiries from citizens, employees, and others regarding building permit process.
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. Schedules inspections and enters accurate inspection information into database for tracking status. Responsible for maintaining and filing inspection results.
4. Assists staff in processing and assembling and issuance of permits in accordance with department operations.
5. Assists in the maintenance of departmental forms such as permit informational sheets with respect to the individual area of responsibilities.
6. Responds to FOIA requests.
7. Performs other duties as requested or assigned.

## **Physical and Mental Requirements**

Employee works in a moderately loud office setting with frequent interruptions. Employee is occasionally required to deal with irate individuals. Employee may occasionally work under time-sensitive deadlines. 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. 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 years of experience working in an office environment. Tyler Munis experience is preferred.

### **Occupational Risk**

Duties generally do not present occupational risk. Minor injury could occur, however, through employee failure to properly follow common safety precautions or procedures.

### **Key Skills and Abilities**

Skill and ability in:

- Communication, customer service and interacting tactfully with co-workers and the public, including residents, contractors, developers, and architects
- Use of computer software programs and office applications
- Prioritize and perform multiple work tasks in a detailed and efficient manner
- Organize and maintain accurate, detailed records