

TOWN OF EAST HADDAM
BUILDING DEPARTMENT ADMINISTRATIVE ASSISTANT

Non-Exempt

Position Purpose:

The purposes of this position are to provide clerical, receptionist, technical and administrative assistance for the Building Official. The work involves attention to details to maintain accurate records of building plans and building permits; answering customer's basic technical questions; managing the office while Building Official is in the field; scheduling building inspections and recording all fees. The Building Department Administrative Assistant is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

Supervision:

Supervision Scope: Performs a variety of administrative and technical responsibilities requiring knowledge of department standard operating procedures and the exercise of judgment and initiative to accomplish competent service delivery; works independently and in combination with others.

Supervision Received: Works under the general direction of the Building Official; follows professional standards, procedures and policies and state statutes where appropriate.

Supervision Given: None

Job Environment:

Administrative work is performed in a moderately noisy office with regular interruptions during the day at the office counter and by phone from the general public, builders or staff to deal with customer or staff issues and problems.

Requires the operation of telephones, computers, copiers, facsimile machines, scanners, laserfiche and other standard office equipment.

Makes constant and periodic contact with other municipal departments and staff, developers, builders, contractors, vendors, architects, insurance companies, regional and state agencies, and the general public. Communication is frequently in person, by telephone, fax, email, and in writing.

Errors in judgment or omissions could result in delay in service, monetary loss and or rework.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations 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 the work is similar, related or a logical assignment to the position.)

- Screens incoming phone calls, mail, concerns and questions; serves as first contact for customers at the counter to answer questions and explain laws or policies governing building department operations
- Provides basic and technical information and assists the public and developers or builders in understanding regulations, policies and services of the building department; assists the public with completing applications or permits and refers some complex issues or questions to appropriate persons
- Receives applications for various building construction projects and insures completeness; calculates and collects fees; processes permits and applications and collects and records related fees for various permits/applications
- Schedules building inspections; assists with obtaining approvals from other staff or agencies for Certificate of Occupancy
- Manages Building Official's schedule; monitors expenditures and provides information to his/her supervisor for budget management purposes; assists with budget preparation.
- Clerical tasks include: handling routine correspondence, filing, creating and maintaining building department databases, scanning documents and receptionist duties
- Composes routine correspondence and memoranda for supervisor's signature; prepares and types letters, forms and reports
- Prepares purchase orders and requisitions to order office supplies and program supplies.
- Exercises responsibility for the maintenance of documents, manually or by computer, for important departmental reports, correspondence, and/or records requiring the careful recording, classification and compilation of information; posts and records information; updates data; checks, sorts, records and files various materials.
- Must acquire proficiency in departmental applications and general knowledge of other interfacing department's applications. Must have a good working knowledge of Microsoft Office including Outlook, Word, Excel, and Laserfiche. **Training** will be provided, if necessary. Must acquire proficient use of town phone system to include voicemail.

Other Functions:

- Performs similar or related work as required, directed or as situation dictates.
- Continues professional development.
- Assists other department staff as needed to promote a team effort to serve the public.

Minimum Required Qualifications:

Education, Training and Experience:

Recommended qualifications required would generally be acquired with a High School Diploma and over 4 years of experience or Associates Degree and over 2 years in business administration or related field; municipal experience, real estate, customer service and computer experience desired; or any equivalent combination of education, work experience and training.

Special Requirements: None

Knowledge, Ability and Skill:

Knowledge: Working knowledge of office procedures, practices and terminology; working knowledge of the use of office automation applications and equipment, business arithmetic, American business English and spelling; working knowledge of database management systems for data entry procedures; general knowledge of local government and its operations is helpful.

Ability: Ability to acquire working knowledge of regulations, state statues and legal requirements, procedures of building office; ability to work independently; ability to process large volumes of paperwork; ability to type with speed and accuracy and to develop and maintain records and files; ability to keep accurate and detailed records; ability to prioritize work assignments to meet established deadlines and ability to multitask; ability to be patient and courteous with customers; ability to utilize data processing applications as they related to the functions of the Office; ability to deal effectively and maintain working relationships with various group; ability to administer policies and procedures and to be able to explain them.

Skill: Good verbal communication skills; aptitude for working with paperwork, numbers and details; skill in using the above-mentioned office equipment and computer systems; aptitude for working with and explaining policies and procedures to people; skills associated with managing receipt of funds; skills associated with dealing with people and maintaining effective working relationships with various groups; sensitivity to public communications.

Physical and Mental Requirements:

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions	X			
Work in high, precarious places	X			
Work with toxic or caustic chemical	X			
Work with fumes or airborne particles	X			
Non weather related –extreme heat/cold	X			
Work near moving mechanical parts	X			
Risk of electrical shock	X			
Vibration	X			
Other-Fumes from Copiers		X		

Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing			X	
Walking			X	
Sitting				X
Talking & Hearing				X
Using hands/fingers to handle/feel				X
Climbing or balancing		X		
Stooping, kneeling, crouching, crawling		X		
Reaching with hands and arms			X	
Tasting or smelling	X			
Bending, pulling, pushing		X		
Other-moving from sitting position to counter			X	

Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)		X		
Moderate noise (computer, light traffic)			X	
Loud Noise (heavy equipment/traffic)	X			
Very Loud (jack hammer work)	X			

Vision requirements

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three dimensional vision, ability to judge distances and spatial relationships)
- No special vision requirements

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)