Position Title: Administrative Assistant  
Reports To: Code Enforcement Officer  
FLSA Status: Non-Exempt

Position Description

Department: Community Development  
Date: June 2023

GENERAL SUMMARY:

Under the general supervision of the Community Development Director, and the direct supervision of the Code Enforcement Officer, provides administrative support to the Department. Greets customers, responds to inquiries, accepts applications, and provides general information. This position involves considerable public contact and provides assistance to the Administrative Coordinator.

ESSENTIAL JOB FUNCTIONS:

♦ Greets customers for the Department, both in person and on the phone. Provides customers with general assistance regarding permitting and land use matters including building, zoning, and subdivision review. Provides access to files and application forms. Directs customers to the appropriate staff as applicable. Answers inquiries and responds to complaints as possible and appropriate.

♦ Receives applications submitted to the Department, reviews application for correct submittal requirements and fees, prepares files and enters applications in permitting software. Works with the Administrative Coordinator to distribute applications to the appropriate staff and staff reviewers.

♦ Assists the Administrative Coordinator with meeting preparation for the Planning Board, Zoning Board of Appeals, and Board of Assessment Review. Prepares annual meeting schedule and submittal deadlines, agendas with approval from senior staff where appropriate, prepares legal notices and publishes agendas. Determines abutter notification lists for agenda items and notifies abutters of meetings. Prepares agenda packets and other necessary paperwork for Board members.

♦ Assists the Street Addressing Officer with issuing addresses for new residential and commercial structures and units. Maintains all street addressing records and distributes changes and additions to appropriate parties.

♦ Maintains general department files, the in-house cataloging and scanning of prints, drawings and maps.

♦ Produces mailings associated with various projects.

♦ Schedules inspections and prepares files for inspectors to use in the field and prepares monthly report of permits issued.

♦ Produces various reports for the Department including census and state reports.

♦ Makes deposits for all collected fees and other revenues.

♦ Orders office supplies as required and maintains inventory.

♦ Attends, and prepares minutes for, occasional night meetings as necessary.

♦ Performs other related duties as assigned.
SKILLS/EXPERIENCE/TRAINING REQUIRED:

- Associate’s degree preferred, with two or more years of administrative experience involving contact with the public.
- Considerable knowledge of the English language, grammatical construction, spelling, punctuation, vocabulary, and the ability to compose letters.
- Excellent customer service skills and the ability to work with a diverse staff and the public.
- Demonstrated knowledge of Microsoft Office, with an emphasis on Word, Excel, and Outlook.
- Ability to learn other software skills including 911-related software and MUNIS permitting software.
- Ability to learn and understand basic aspects of Town ordinances related to land use.
- Ability to learn and understand basic aspects of MUBEC and other codes.
- Possess or ability to obtain Land Use and Legal Issues Certifications.
- Ability to handle multiple tasks requiring a high level of organization.
- Maintains technical knowledge by attending educational workshops and reviewing professional publications.

SUPERVISORY RESPONSIBILITY:

- None

WORKING CONDITIONS/PHYSICAL DEMANDS:

- Normal office environment, not subject to extreme variations of temperature, noise, odors, etc.
- Use of computers, keyboards and other office equipment, requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required as well as the ability to climb stairs and lift up to 20 pounds.