



## JOB DESCRIPTION

UPDATED JANUARY 2017

<b>Job Title:</b>	Administrative Assistant
<b>Department:</b>	Department of Development Services
<b>Location:</b>	61 N. Green Street
<b>Reports to:</b>	Director of Development Services

<b>Type of position:</b> <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Seasonal <input type="checkbox"/> Part-time <input type="checkbox"/> Intern <input type="checkbox"/> Contractor	<b>Hours:</b> 40 hr. week / M - F <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt	<b>Overtime required:</b> Yes
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To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee serves as an Administrative Assistant for the Department of Development Services, responsible for maintaining department files, preparing daily deposits, answering telephone inquiries, scheduling inspections, greeting and working with customers, as well as maintaining department office supplies.

### GENERAL DESCRIPTION/RESPONSIBILITIES

#### Assist in the daily operations of the Department of Development Services including but not limited to:

Responsible for providing clerical/administrative support to the Department of Development Services Department; scheduling appointments, meetings, conferences and other related events; communicating with various individuals regarding activities, itineraries and related issues; researching and collecting information on a variety of projects; performing data entry; providing copies; preparing and maintaining department inventory, records, and reports as assigned.

Assist with greeting and answering questions that residents/customers have regarding Town policies, standards, and ordinances; routing calls and residents/customers to appropriate staff and returning missed calls in a timely manner.

Responsible for receiving and recording messages, responding to inquiries, providing assistance to the general public and staff, and assisting in communicating the department's messages and directives.

Assist the department in the development of capital, strategic, short and long-term planning; gathers, interprets, and prepares data for studies, reports, and recommendations; coordinates department activities with other departments and agencies as needed.

Assist with enforcing, researching, developing, and implementing, and/or reviewing, and recommending changes to specifications, standards, policies, procedures, codes, regulations, and ordinances that relate specifically to department goals, objectives, policies, and procedures.

Performs a variety of administrative duties, including composing, typing, copying and/or processing various documents, such as correspondence and meeting agendas and notices; maintaining organized files; entering data on computer; ordering office supplies as needed; and opening and prioritizing department mail.

Assist with coordinating, developing, and distributing agendas, commissions, and committees as required.

Employee serves as a back-up for the Town Manager's Executive Assistant and the Executive Assistant for the



Assistant Town Manager in their absence.

Responsible for preparing daily deposits, work orders, and mails various letters.

Prepares and processes purchase orders and claims, including verifying invoice services/charges, determining appropriate account numbers, typing forms, and submitting to the Clerk-Treasurer's Department.

Assist with scheduling, and maintaining results of the inspections.

Assist with scheduling commercial/industrial final inspections with the Fire Territory.

Assist with calculating fees, distributing applications to appropriate personnel for review, and communicating to customer when completed and ready for pick-up.

Assist with collecting Water/Sewer tap fees, Park impact fees, and Fire Territory fees.

Assist with collecting and recording fees for Building Permits and applications, Plan Commission, and Board of Zoning Appeals cases.

Responsible for coordinating and distributing monthly, quarterly, and annual reports of department activities to appropriate personnel, and miscellaneous reports upon request.

Assist with creating project files for Building Permits, Plan Commission, and Board of Zoning Appeals cases.

Assist with issuing all permits, Certificate of Occupancy, and Certificate of Completion.

Assist with maintaining records and complying with Stormwater Rule 5 and Rule 13 ordinance requirements.

Ability to coordinate and effectively communicate orally and in writing, including the ability to listen to co-workers, Department of Development Services staff, Town Manager, Assistant Town Manager, Town Council, other Town Departments, other municipalities, contractors, vendors, and the public, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

Respond to inquiries and complaints regarding various Town-related issues, and initiates action to resolve valid complaints/requests.

Maintain strict confidentiality regarding Town issues.

Participate in local and state initiatives, task forces, events, and related professional committees.

May be required to participate in the Tech Review and Staff Review meetings.

May be required to attend the Plan Commission and/or BZA meetings, as well as regularly scheduled and special Town Council meetings as required. Must attend all meetings and trainings as required.

Thorough knowledge of and ability to make practical application of OSHA safety policies and procedures, ability to ensure proper operation, and maintenance of department equipment.

Work requires occasional light to moderate lifting with occasional standing, bending, and carrying. The employee is occasionally required to stoop, kneel, crouch, and/or walk.

All other duties as assigned by Director of Development Services or his/her representative. This position will be subject to the rules, policies, and operating procedures established by the Town, as they may be amended from time to time.

## **JOB REQUIREMENTS**

Must have an Associate's Degree in Business Administration or related field, may substitute 3 years of experience for degree.

Must have 3 years' customer service experience.



Must have knowledge of and ability to make practical application of standard bookkeeping principles, including making simple arithmetic calculations, and preparing invoices, as well as purchase orders.

Must have an ability to work on several tasks at the same time and complete assignments effectively amidst frequent distractions and interruptions. Must be able to plan and lay out assigned work projects, and work alone and with others in a team environment with minimum supervision, often under time pressure, as well as multi-task and deal with constant interruptions.

Must have working knowledge of office procedures.

Must have working knowledge of standard English grammar, spelling, and punctuation and ability to prepare correspondence, reports, and other documents, and make public speaking presentations.

An ability to successfully manage change.

Must have computer knowledge with advanced experience in Microsoft Word, Outlook, and Excel.

Experience with land management/building permit software is preferred.

Ability to regularly work extended hours, occasionally work evening and/or weekend hours, and occasionally travel out of town for training/seminars, sometimes overnight.

Must have a safe work record with good ethics and dependable attendance record.

Must have and maintain a verifiable Indiana Driver's License, a demonstrated safe driving record, and must remain insurable through the Town's liability insurance carrier.

Must have strong interpersonal skills and ability to communicate effectively in writing and verbally with all personnel and customers (residents) at a professional level.

Must be able to lift 25-50 pounds with the use of Personal Safety Equipment.

#### **APPLICANT/EMPLOYEE ACKNOWLEDGEMENT**

I have read and understand this job description and its relationship to the position I occupy. This job description is not an employment contract, nor is it intended to describe all duties someone in this position may be required to perform.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

Approved By:

Date Hired :