

TOWN OF EXETER

JOB TITLE: Administrative Assistant

7/14/14

DEPARTMENT: Planning and Building

EMPLOYMENT STATUS: Part-Time, Non-Union

EXEMPT STATUS: Non-Exempt

LABOR GRADE: 6

JOB SUMMARY: This position is responsible for multiple administrative functions specific to the planning and building departments.

SUPERVISION RECEIVED: The secretary receives direct supervision from the deputy code enforcement officer and is evaluated by the deputy code enforcement officer based upon the achievement of assigned goals and objectives.

SUPERVISION EXERCISED: This position has no formal assigned supervisory responsibility or authority.

ESSENTIAL DUTIES: (The listed examples may not include all duties of the position)

1. Provides general information and assistance to contractors, engineers, surveyors, developers, lawyers, real estate persons, general public, town staff, volunteer board and committee members and others in regard to local zoning ordinances, subdivision and site plan review regulations, local and state wetlands regulations, floodplain information, general building codes, permitting procedures and general town and state information.
2. Provides administrative services including processing building permits and land development applications and submitting monthly building permit reports to department heads and state agencies.
3. Collects fees and monitors cash and check payments for accuracy.
4. Verifies that building permit information is correct, including contractor licensing, contact information, cost estimates and work locations, etc. and conducts follow-up research for accuracy.
5. Provides administrative assistance such as scheduling appointments, answering phone calls, copying documents, faxing information, preparing mailings, running mail through postal machine and assisting with legal notice postings per state regulations.
6. Monitors the Local Government Center and other media sources/publications regarding legislative updates and general municipal related issues and updates staff as needed.

7. Coordinates department information for posting on the web site and local cable station, reviews and edits the web site daily for content and accuracy and assists with designing new website pages as necessary.
8. Prepares deposits, completes excel deposit reports and provides collection services when checks are returned for insufficient funds as requested by the finance department
9. Monitors, researches and reports to staff on information relative to surrounding towns via web-site posted agendas, minutes and postings for projects and issues that may be of interest to Exeter.
10. Assists in obtaining and maintaining state regulations and information relative to electricians, plumbers, gas installers, mobile home installers and others.
11. Proofreads documents and mailings.
12. Assists customers/clients from other departments as necessary.
13. Provides creative design/desk top publishing services for various informative materials, flyers and hand-outs as needed.
14. Provides monthly census data on building activity for the town.
15. Maintains an extensive filing system for the planning and building departments and all of the land use boards.
16. Maintains the office inventory, reviews the needs of staff and orders all department supplies.
17. Participates in team discussions with planning and building staff to stay abreast of issues regarding land use development, zoning and construction applications, previous cases, building permit activity and other departmental issues.
18. Listens to and assists disgruntled residents, business people and others regarding problems associated with any town department as needed and follows-up as necessary.
19. Coordinates the updates forms and applications used in the planning and building departments.
20. Organizes and maintains the department literature rack with land use related informational brochures and town and state related information.
21. Handles time cards and submits them for payroll processing in human resources as needed.

22. Assists in office procedure development and implementation.
23. Coordinates submissions from the planning and building departments and all land use boards for inclusion in annual town report; assists in researching and writing town report submissions as needed.
24. Coordinates meeting logistics/requirements and need for off-site, land use volunteer board meetings.
25. Creates power point presentations for in-house use and other various state and non-profit entities as needed.
26. Maintains training modules and provides information on training modules as needed.
27. Provides review and critique of various vendors and their products for town consideration as needed.
28. Performs other related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED BY THE POSITION:

1. Knowledge of town policies and procedures, ordinances and state and federal statutes.
2. Knowledge of zoning codes and permitting procedures.
3. Knowledge of building codes and processes.
4. Knowledge of business and accounting practices.
5. Skill in public and interpersonal relations.
6. Skill in the use of office equipment, such as a computer, copier/scanner, fax machine, postal machine, telephone, Dictaphone, calculator and relevant software.
7. Skill in oral and written communication.
8. Skill in conducting research.
9. Ability to maintain accurate records and files.
10. Ability to communicate effectively, both verbally and in writing.
11. Ability to maintain confidentiality.

12. Ability to demonstrate good teamwork, leadership, interpersonal and customer-service skills and attitude.
13. Ability to establish and maintain effective working relationships with employees, town officials, property owners, contractors, realtors, the business community, the general public, regional, state and federal officials.

SUPERVISORY CONTROLS: The supervisor provides continuing or individual assignments by indicating generally what needs to be done, limitations, quantity and quality expected, deadlines and priority of assignments. The supervisor provides additional, specific instructions for new, difficult or unusual assignments including suggested work methods or advice on source material available. The employee uses initiative in carrying out recurring assignments independently without specific instruction, but refers deviations, problems and unfamiliar situations not covered by instructions to the supervisor for decision or help. The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

GUIDELINES: Procedures for doing the work have been established and a number of specific guidelines are available. The number and similarity of guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references and procedures for application and in making minor deviations to adapt the guidelines in specific cases. At this level, the employee may also determine which of the several established alternatives to use. Situations to which the existing guidelines cannot be applied, or significant proposed deviations from the guidelines, are referred to the supervisor.

COMPLEXITY: The work consists of duties that involve related steps, processes or methods. The decision regarding what needs to be done involves various choices requiring the employee to recognize the existence of, and differences among, a few easily recognizable situations.

SCOPE AND EFFECT: The work involves the execution of specific rules, regulations or procedures, and typically comprises a complete segment of an assignment or project of broader scope. The work product or service affects the accuracy, reliability, or acceptability of further processes or services.

PERSONAL CONTACTS: The personal contacts are with employees within the immediate organization, office, project or work unit and in related or support units. The contacts are with members of the general public in very highly structured situations, i.e., the purpose of the contact and the question of who to deal with are relatively clear.

PURPOSE OF CONTACTS: The purpose is to obtain, clarify or give facts or information regardless of the nature of those facts, i.e., the facts or information may range from easily understood to highly technical.

PHYSICAL DEMANDS: The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as papers, books, small parts; driving an automobile; etc. No special physical demands are required to perform the work.

WORK ENVIRONMENT: The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated and ventilated.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: Positions at this level have no formal assigned supervisory responsibility or authority. Employees are responsible only for the performance of their own assigned work. They may be asked to train new employees in the fundamentals of the job or to participate in cross-training of other employees in the department, but such assignments do not include the on-going authority to assign and review the work of other employees or to recommend or take corrective action with regard to the performance of other employees.

MINIMUM QUALIFICATIONS:

1. Knowledge and level of competency commonly associated with an associate's degree with additional education or training in computer operations, business, environmental studies or related occupational field.
2. Experience sufficient to understand the diverse objectives and functions of the position, usually interpreted to require three to five years of experience, preferably in a municipal environment; or any equivalent combination of education or experience which demonstrates possession of the required knowledge, skills and abilities.

Employee Signature: _____

Date: _____