



Department: Community Development
Classification: Full-Time / Non-Exempt
Reports To: Planning Director
Date: October 2018

Position Description

Objective

Perform varied and highly skilled administrative and clerical tasks including processing, preparing and maintaining accurate, detailed departmental records. Provide professional, customer-based, specialized support for Building Services functions and administrative support to the Planning Director.

Essential Job Functions

An employee in this position is required to perform the following essential functions with or without reasonable accommodation.

1. Performs professional administrative and clerical tasks including creating correspondence and other official documents, such as permits, forms, billing records, case files, databases, resolutions, ordinances, notices, minutes, invoices, records, reports, requisitions, purchase orders, etc.
2. Opens and screens incoming mail with particular attention to facilitating a timely response to such materials.
3. Establishes and maintains an effective case file system in written and digital modes. Prepares and records departmental documents via digital scanning.
4. Creates and maintains departmental statistical data. Prepares and compiles special and departmental reports that require creative and /or basic statistical ability. Prepares and distributes departmental monthly, quarterly and annual reports.
5. Answers and transfers calls and emails into the department in a professional and courteous manner; takes and relates accurate and complete messages.
6. Responds to inquiries from customers and the general public regarding regulations, procedures, records, reports, case files, plans, permits, etc.
7. Operates office software and equipment, such as BS&A program, GIS program, fax, computer, printer, microfilm, recorder, etc.
8. Proofreads digital, written and printed materials.
9. Receives and processes applications for Building Services permits and licenses. Assists customers at departmental kiosk.
10. Facilitates issuance of Building Services permits.
11. Prepares field inspection cards.
12. Prepares and mails contractor's registrations.
13. Coordinates BS&A data with the offices of the City Clerk, City Assessor and City Finance Director.
14. Prepares agendas, public notices and case files for Mineral Mining Review Board; prepares meeting minutes; conducts case research.
15. Prepares Zoning Board of Appeals agendas and public notices; creates case files, prepares meeting minutes, conducts case research.

16. Prepares agendas, public notices and creates case files for Planning Commission; conducts case research.
17. Maintains case file databases for Mineral Mining Review Board, ZBA and Planning Commission.
18. Attends meetings of the Zoning Board of Appeals, Mineral Mining Review Board, and Planning Commission, as applicable, to departmental topics and projects.
19. Assists in and performs all other tasks as assigned.

Minimum Qualifications and Required Knowledge, Skills and Abilities

1. Minimum of an Associates Degree in business, administration or science or a combination of education and experience relevant to functions of this position. A Bachelor's Degree in planning, public administration or a similar field is preferred.
2. Knowledge of municipal laws, ordinances, regulations, community planning processes and practices.
3. Skilled understanding and application of computer-based technologies, including Microsoft Office products. Working knowledge of BS&A software is preferred.
4. Ability to make moderately complex and accurate mathematical computations.
5. Demonstrated ability to maintain complex case records and databases and to prepare reports from such records.
6. High degree of maturity, motivation and focus to achieve departmental objectives in a fast-paced, customer-service oriented office setting.
7. Ability to comprehend and transmit complicated and detailed instructions from Building Services staff and the Planning Director.
8. Ability to meet deadlines, to concentrate and pay attention to details; to organize, prioritize and work independently as well as schedule and produce work in a timely manner.
9. Strong communication and interpersonal skills to deal effectively with City staff, residents, contractors, builders, and the community-at-large.
10. Ability to exercise mature judgment while showing initiative and resourcefulness in dealing with the public, customers, elected officials, community leaders and co-workers.
11. Ability to exercise a high degree of diplomacy in contentious or confrontational situations.
12. Must demonstrate appropriate customer service competences and behaviors in accordance with department policies and procedures.

Physical Demands and Work Environment

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

An employee in this position spends a majority of their time in an office setting with a controlled climate where they sit and work on a computer for extended periods of time; communicate by telephone, e-mail or in person, and move around the office or travel to other locations to attend meetings and site visits.

Additionally, this position spends a portion of their time in the field conducting field inspections which typically involves moderate physical activity and exertion. An employee in this position visit field sites which may have treacherous terrain or dangers associated with construction sites. An employee must have the strength, stamina and physical coordination required to complete physical inspections in every type of weather condition, including occasionally extreme heat and severe cold weather. Inspections occasionally involve crawling, stooping, climbing or otherwise accessing all areas of the site, and the employee is required to have the vision capabilities needed to complete visual inspections and complete measurements.

Occasionally lifts boxes of materials, supplies and files averaging 40 pounds.

Requires a valid State of Michigan driver's license, satisfactory driving record and the ability to maintain one throughout employment.

Approvals

The above is intended to describe the general content of and requirements for other performance of the job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

This job description has been approved by all levels of management.

City Manager

Date

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee

Date