

JOB TITLE: CLERK/SECRETARY
DEPARTMENT: CODE ENFORCEMENT DEPT.
REPORTS TO: DIRECTOR OF CODE ENFORCEMENT
LAST REVISED: OCTOBER 2012

POSITION PURPOSE AND OBJECTIVES: This position is responsible for varied and difficult clerical work requiring an ability to type, take and transcribe oral dictation, and handle public requests and complaints with tact and courtesy; performs related work as required. Must become completely familiar with the daily operation of the department, and be able to plan, organize and carry out all assignments quickly and accurately. Considerable judgment is required in establishing work procedures and performing duties. The work of this class may involve matters of a confidential nature and heavy contact with the public. Although the work is supervised, this position requires the exercise of sound judgment, personal initiative and minimal supervision.

ESSENTIAL JOB FUNCTIONS: (Illustrative only)

Maintains all official records of the Code Enforcement Department in accordance with prescribed filing methods which include, but are not limited to, all applications and documents relating to land development, land development plans, tenant registration forms, citations, notices of violation, property ownership information, permit applications and fees, and agendas and minutes of the Planning Commission and Zoning Hearing Board.

Prepares and issues all certifications for property transfers and refinancing including Inspections for Sale, Lien Letters, and Certificates of Occupancy and Sewer Compliance letters and enters new owner information in the Land Management database system.

Manages property information in the Land Management database system and ensures that all data is current and accurate.

Assists in the preparation of agendas and meeting minutes of the Planning Commission.

Types letters, forms, memos, reports, and similar materials from rough draft or dictation.

Provides information to the general public, contractors, developers, and real estate agents in a courteous and professional manner.

Acts as a receptionist; answers phones, takes messages, screens calls, receives visitors, makes appointments, provides public information.

Promptly records all requests for service and complaints from the public, directs same to the appropriate personnel and enters all information in the Service Requests module of the Land Management Database System, which shall include disposition.

Processes purchase requisitions upon the approval of the department director.

Operates computer terminal (word processing, database and Land Management Database system).

Operates calculator, typewriter, FAX machine copier or other office equipment.

Orders office supplies.

Receives, opens and distributes mail.

Performs related duties as assigned by the department director.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: Considerable knowledge of modern office practices, procedures and equipment; ability to type 50 words per minute; thorough

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knowledge of business English, spelling, arithmetic, knowledge of elementary bookkeeping; ability to take and transcribe dictation at a high rate of speed; knowledge of computer operations; ability to understand and follow complex oral and written instructions; ability to assume the responsibilities of the office in the absence of a supervisor; ability to compose or prepare replies to correspondence without dictation; ability to exercise good judgment in handling citizen requests and complaints; ability to maintain complex clerical records and to prepare reports from such records; ability to act with tact and courtesy; ability to establish and maintain a good working relationship with supervisors, co-workers and the general public.

SUPERVISORY RESPONSIBILITY: NONE

WORKING CONDITIONS: Work is performed in a generally comfortable indoor office environment.

PHYSICAL DEMANDS: (SEDDENTARY) Requires prolonged sitting, minimal bending or stooping to file, light lifting of office materials, normal corrected vision and hearing, operation of office equipment.

MINIMUM QUALIFICATIONS:

Education: Completion of high school with emphasis on clerical and/or secretarial skills, preferably supplemented by business school or college training.

Experience: Considerable experience of a progressively responsible nature involving secretarial duties, or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

(Subject to Revision)