

**JOB TITLE: CLERK/SECRETARY**  
**DEPARTMENT: CODE ENFORCEMENT DEPT.**  
**REPORTS TO: DIRECTOR OF CODE ENFORCEMENT**  
**LAST REVISED: August 2022**

**POSITION PURPOSE AND OBJECTIVES:**

This position is responsible for varied and difficult clerical work requiring strong general office skills (e.g., skill using Microsoft Office), and strong verbal and written communications skills so as to interact with the public with tact and courtesy; performs related work as required.. Must become completely familiar with the daily operation of the Code Enforcement 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 involves 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:**

- Maintains files of all official records of the Code Enforcement Department or the temporarily assigned department in accordance with prescribed filing methods whether paper or digitally 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, Borough Council and others.
- Acts as a receptionist, serving as first point of contact with members of the public via telephone and in-person; takes messages, screens call, receives visitors, makes appointments, provides public information.
- Processes all applications received in office including collecting all appropriate fees.
- Prepares and issues all certifications for property transfers and refinancing including Inspections for Sale Certifications, and Occupancy Permits and Sewer Compliance letters. Updates new owner information in the Land Management database system.
- Manages property information in the Land Management database system and all computer servers assigned to the office and ensures that all data is current and accurate.
- Assists in the preparation of agendas and meeting minutes of the Planning Commission and the Zoning Hearing board at the discretion of the Director.
- Types letters, forms, memos, reports, and similar materials from rough draft or dictation.
- Provides information of all types and nature to the general public, contractors, developers, landlords, business owners and real estate agents in a courteous and professional manner.
- Maintains calendar of inspections and assignment to appropriate officer.
- Maintains in a clean and efficient manor, the assigned work space and area assigned to the employee.
- 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 if necessary.

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- Operates computer efficiently, expeditiously, and without supervision (word processing, database and Land Management Database system and any and all future computer and/or software platform).
- Orders, maintains inventory, and stores office supplies at the direction of the Director.
- Receives, opens and distributes mail at the discretion of the Director if necessary.
- Performs all tasks and/or assignments assigned by the Director.
- Attends training, professional development and seminars related to essential job functions or future job functions.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: Considerable knowledge of modern office practices, procedures and equipment; ability to type between 55 and 80 words per minute; thorough knowledge of business English, spelling, arithmetic, knowledge of elementary bookkeeping; knowledge of computer operations; ability to understand and follow complex oral and written instructions; ability to read maps; ability to distinguish building and zoning application requirements to adequately accept and process permit applications; 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: (SEDMETARY) 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.

- Computer skills with a focus on Microsoft Office applications
- Office work
- Customer Service
- Multi-Tasking (Subject to Revision)