



ADMINISTRATIVE ASSISTANT – PLANNING & INSPECTIONS

General Statement of Duties

The purpose of this position is to process, issue, and distribute various permits and coordinate the office and records activities of the Planning, Zoning and Building Inspection Department for the Town of Newport.

Distinguishing Features of the Class

An employee in this class performs a wide variety of complex administrative and program support, as well as office management functions in support of Planning, Zoning, Building Inspections and Code Enforcement operations. Work requires that the employee independently handles certain administrative and technical functions that support various program operations and provides technical and office support to the Planning Board as well as the Board of Adjustment. Work involves the organization and maintenance of key municipal records and information processing in specialized and frequently technical municipal functions. Work requires close coordination and collaboration with other administrative support staff and with staff from other departments as well as the exercise of courtesy, tact and discretion in interactions with utility customers, developers and the general public. Independence, self-initiative and sound judgment are required in all aspects of the job. While precedent setting situations are referred to a higher authority for guidance, work is usually performed under the general supervision of the Planning and Zoning Administrator or the Town Manager. Work is reviewed through conferences, observations and review of completed work.

Duties and Responsibilities

Essential Job Functions

Receive in person and electronic permit requests as well as coordination with staff to verify that plans and specifications meet required code and ordinances.

Coordinate permit approvals with other town departments.

Answer telephone, direct calls for service and serve as a responsible service professional, communicator and point of contact to the general public.

Determine proper state licensing for contractors and ensure they have proper privilege licensure and current worker's compensation.

Process payments and prepare receipts as well as providing information on state and town codes, ordinances, and inspection results.

Provide assistance and advise the public, contractors, and others on inspection policies and projects.

Issue certificate of occupancies as filed by professional staff.

Prepare daily inspector tickets, work orders as well as maintaining information and reports of inspection activities.

Perform other duties as assigned.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Considerable knowledge of standard office methods and procedures.

Considerable knowledge of Town Departments, their functions, operations and procedures.

Considerable knowledge of computer hardware and software, including spreadsheets, utility billing and graphics software.

General knowledge of Town ordinances and policies governing planning, zoning and code enforcement as well as utility services.

General knowledge of collection and accounting procedures.

General knowledge of business English, spelling and math.

Some practical knowledge of construction trades such as electrical, plumbing, carpentry, and heating and air conditioning.

Ability to make decisions relating to assigned operations in conformance with applicable laws, policies and procedures.

Ability to understand and follow complex oral and written instructions and procedures.

Ability to read, interpret and apply Town ordinances, policies and procedures.

Ability to research, analyze and compile data from a variety of technical sources.

Ability to effectively supervise the work of assigned personnel.

Ability to establish and maintain effective working relationships with coworkers and supervisors.

Ability to deal tactfully and firmly with the general public, utility customers and elected and appointed officials.

Physical Requirements

Work is generally performed in a temperature controlled office environment, though some exposure to weather is involved occasionally.

Must be able to physically perform the basic life functions of stooping, kneeling, reaching, standing, walking, lifting, grasping, talking, hearing and repetitive hand and arm motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally, 10 pounds frequently; and a negligible amount of force constantly to move objects.

Must possess the visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned.

Desirable Education and Experience

Graduation from high school supplemented by class work at the community college level in English, business administration or related field with 2-3 years demonstrated local government experience preferred including at least one year in general office management and support involving the frequent contact with the general public required; or an equivalent combination of education and experience.

Special Qualification Requirements

Possession of a valid North Carolina driver's license with acceptable driving record. Candidates for employment must pass a pre-employment drug screen and criminal records check. Certification as a Notary Public or ability to obtain within one year of appointment.

Town of Newport
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