

## **Department Assistant I – Building Department**

**Pay:** In accordance with Administrative Personnel Bargaining Unit contract

**Hours:** To be determined

### **Definition**

Skilled customer service, record keeping and administrative work in assisting the department head in supporting the operations of the office and managing the daily clerical duties of the department and all other related work as required.

### **Supervision**

Works under the general direction of the Building Inspector following department rules, regulations and policies, requiring the ability to plan and perform operations, and to independently complete assigned tasks according to a prescribed time schedule. Also provides support to Conservation Agent and Conservation Commission and other departments as needed.

Performs varied and responsible functions requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in supervising subordinates, responding to public and intra-departmental inquiries, particularly in situations not clearly defined by precedent or established procedures; anticipates and initiates procedures and activities in support of departmental policies and goals.

### **Job Environment**

Work is performed under typical office conditions. One evening meeting per week may be required.

Operates computers, calculators and other office equipment.

Has frequent contact with the general public, other town departments and officials, builders and architects, engineering firms, attorneys, and realtors. Communication is by means of telephone, personal discussion, and written and electronic correspondence.

Has access to all department-related confidential information.

Errors could result in significant delay or loss of services, legal ramifications and monetary loss.

### **Essential Functions**

*The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

Answers questions and furnishes information, in person, by telephone, and through correspondence, regarding department functions, and rules and regulations; receives complaints

and responds to complaints appropriately; makes referrals as necessary. Assists public with completion and submittal of forms. Works to improve service for department customers.

Interacts with Treasurer and Accountant on deposits and accounts payable warrants.

Performs input, computing, billing, and accounting for water, sewer, building connections and placing of liens on property for delinquent payment. Coordinates with Tax Collection office on collection of bills.

Provides clerical and administrative support to the Director and the department.

Maintains expenditure records versus budget estimates; prepares preliminary data for department budget.

Processes contracts and invoices; prepares the weekly department payroll and accounts payable processes to assure accuracy and timeliness.

Maintains department personnel records; creates and maintains all department files; purchases department office supplies.

Serves as the point of contact, information distributor, and recording clerk for the Conservation Commission. Receives and distributes forms. Contacts Conservation Agent for inspections and responses to review requests.

Performs similar or related work as required or as situation dictates.

### **Specific Functions**

Processes weekly payrolls and accounts payable and maintains associated records; issues a wide variety of construction and building-related permits; explains permit procedures to applicants; collects fees and maintains associated records; prepares deposits; answers questions and complaints from the public regarding permits, construction and zoning-related problems and department policies and procedures; processes Conservation Commission and Agent paperwork.

### **Recommended Minimum Qualifications**

#### **Education and Experience**

Associates degree in accounting, business administration or related field plus two years' experience in office procedures; experience in a municipal setting and in dealing with the public preferred; must have experience in computer operations; or any equivalent combination of education and experience. Must be a good learner to understand regulations and their application.

#### **Knowledge, Ability and Skill**

Thorough knowledge of office practices and procedures; working knowledge of department operations and functions.

Skill in typing and computer applications; ability to organize clerical and statistical records; ability to operate various types of office equipment including a computer. Strong computer proficiency in Excel, Word, and database management.

Ability to maintain budget spreadsheets.

Ability to maintain detailed and extensive records and to prepare reports from same. Ability to work effectively under time constraints to meet deadlines.

Ability to deal tactfully and appropriately with the general public and town departments in an effective manner.

Ability to maintain existing high quality filing system.

**Physical Requirements**

Some physical effort required under typical office conditions. Position requires the ability to operate a keyboard and view a computer screen for extended periods of time.

*This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*