

Position Purpose:

Performs responsible administrative assistant support work to the Building Department and related board and committees. Performs all other related work as required.

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.)

- Performs administrative and clerical work for the Building/Zoning Department.
- Serves as primary contact with the public and provides customer service in a professional and courteous manner. Customer service activities include but are not limited to processing complaints from concerned citizens, handling payments, intake and processing of various applications and permits, and providing general front counter assistance and telephone call coverage for the Land Use Department.
- Prioritizes office tasks and projects in order to meet appropriate project deadlines. Updates yearly forms, keeps website up to date, assists with the compilation and editing of the department online data. Also composes and distributes information through the department website and any other new outlets.
- Assist applicants with process, procedures, plans and completion of paperwork. Performs research to assist the public in obtaining information, completing various forms, applications, permit requests, etc. Ensures the effective application and maintenance of all electronic online permitting.
- Maintain department accounts receivable and payables and reconcile all budget accounts with the Town Accountant. Processes application fees and 53G deposits according to MGL. Tracks 53G deposits and solicits additional funds from developers when needed to pay consultant-engineer and/or Town Counsel fees.
- Acts as liaison to the public, applicants, their attorneys and representatives, developers, contractors, engineers, surveyors, and outside agencies.
- Receives all applications, reviews them for conformity with the instructions, and assures that all applications have been properly filed with the Office of the Town Clerk.
- Tracks and records all budgetary accounts for the department, verifies invoices and statement, prepares accounts payable for submission into the municipal accounting system, tracks and prepares reports for accounts receivable, maintains computerized records of all department financial accounts for the purpose of reporting to the Director on a weekly basis.
- Posts meeting agendas and approved Minutes with the Town Clerk. Including web posting.
- Provides administrative staff support to the Planning Board, the Zoning Board of Appeals, and the Earth Removal Board, including but not limited to preparing public hearing/meeting notices, the assembly and dissemination of information and applications.
- Receives and files with Town Clerk forms to grant extensions to the Boards for meeting statutory deadlines, authorizations for parties to represent applicants, and written concerns and comments submitted by project abutters, interested parties, and other Town Departments.
- Maintains affordable housing-related information as it relates to MGL Chapter 40B.
- Writes draft decisions based on compiling all submitted evidence. Responsible for all statutory requirements and monitoring of deadlines including but not limited to developing and publishing Notice of Public Hearings, statutory mailings, filing of Decisions and Notices of Decisions, etc. with the Town Clerk's Office.

- Reviews and/or researches statutory and regulatory process and apply knowledge to regulations, bylaws (general & zoning), case law and applicable statutes of the Massachusetts General Laws.
- Coordinate office communications to maintain efficiency and manage and train part time office staff and volunteers.
- Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

Associate's Degree 3 years of related experience; or an equivalent combination of education and experience.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of municipal accounting principles and Town government. Knowledge of applicable Massachusetts General Laws. Working knowledge of departmental operations as they relate to other town departments and offices.

Ability: Ability to organize time and to work independently and accomplish tasks. Ability to maintain detailed statistics, records, and clerical records. Ability to deal effectively and tactfully with the public. Ability to maintain confidential information. Ability to compose correspondence and to prepare, type, and proofread reports as to form and logic flow. Ability to communicate effectively with the public, coworkers, other employees, other departments, officials, and other agencies. Ability to maintain accurate records, such as payroll and billing. Ability to handle multiple tasks efficiently.

Skill: Expertise and skill in utilizing personal computers, popular word processing, database, and spreadsheet applications. Proficiency in MS Word and Excel; Excellent customer service skills. Excellent written and oral communication skills as well as organizational skills.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, minimum physical effort is generally required to perform duties in typical office conditions. This position is regularly required to sit, talk, and hear; uses hands to finger, handle, feel or operate objects, tools, or controls, and reach with hands and arms as in picking up paper, files, and other common office objects and equipment. Employee may occasionally lift and/or move objects weighing up to 30 pounds. Vision and hearing at or correctable to normal ranges.

Supervision:

Supervision Scope: Performs responsible duties which require independent judgment and considerable attention to detail and accuracy in carrying out operations.

Supervision Received: Works under the direction of the Building/Zoning department and work is performed independently requesting assistance with unusual situations which do not have clear precedents.

Supervision Given: None.

Job Environment:

- Work is performed under typical office conditions; work environment is moderately noisy.
- Operates computer, calculator, copier, facsimile machine, and other standard office equipment.
- Contacts are by phone, through correspondence in writing and email, and in person; frequent contact with the public, attorneys, developers, contractors, inspectors, engineers, surveyors, outside agencies and varied boards and commissions; they generally consist of an information exchange dialogue, discussing routine and semi-complex issues.
- Errors could result in delay or loss of services or have financial and/or legal repercussions.

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.

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer