

TOWN OF SOMERS

Position Description

Title: Administrative Secretary
Department: Land Use
Reports To: Receives routine, daily direction from Land Use professional staff; reports administratively to

Director of Public Works and functionally to Operations manger
Supervises: None
FLSA Status: Full-time, non-exempt
Bargaining Unit: NA

Position Summary: Coordinate and facilitate permit application, inspection and record keeping activities. Support the timely delivery of appropriate and accurate information to the public, land use officials, selectmen and other associated commissions. Utilize all available technological systems to increase efficiency within the department, delivery of current and accurate information to the public and associated officials and commissions. Provide timely, accurate and high-quality service to all internal and external customers.

Major Job Duties:

Administrative/Customer Service: Provides secretarial services to support the Land Use professional staff. Provides telephone and in-person customer service to residents and contractors regarding all aspects of the building permit application and inspection process and all associated record keeping functions. Answers phones and accurately records and conveys telephone messages to all department staff. Collects and registers permit fees. Maintains permit files. Reports appropriate permit activity to assessor's office. Coordinates permit application review. Supports the Building Official in the maintenance of department web pages. Coordinate inspection scheduling and recording of inspection reports. Creates and maintain database including status of applications, issued permits and permits that have received certificates of occupancy. Provides final CO information to assessor's office. Generate reports as needed from database regarding status of applications and open or closed permits. Provides clerical and record keeping support for building official.

Technical: Operates with a high degree of accuracy and expertise – computer, including word processing, spreadsheet, database and presentation software; email; internet; and website software. Operates, troubleshoots and orders necessary supplies and service for other common office equipment including fax machine, computer printer, copier, cash register and adding machine/ calculator.

Teamwork: Works cooperatively with department staff members in delivery of land use services to internal and external customers. Receives work assignments from various Land Use department professionals; works cooperatively to prioritize and complete assignments. Works cooperatively with other departments to maintain necessary town and regulatory records. Willingly provides support/coverage to other town departments as necessary during staff shortages and/or slow seasons in the Land Use office. Serves cooperatively as a member of the town administrative staff; provides constructive input to this team's discussions and actively participates in group issue identification and resolution.

Approved by:

Approved by:

Last Revision Date: 10/08

Dir. of Public Works/on file

HR/on file

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Qualifications:

- Two years of administrative assistant education, including computer operation, and two years of proven administrative support experience; or 3-5 years of proven administrative support experience and computer skills.
- Strong interpersonal skills for public and internal contacts.
- Strong organizational skills to coordinate and maintain permit application, inspection and record activity and other necessary record keeping and filing systems.
- Perform secretarial and intermediate word processing, spreadsheet, database and presentation functions in a timely and accurate manner utilizing current computer programs, e.g. Microsoft Office suite, e-mail and internet.
- Ability to handle several tasks simultaneously in fast-paced environment where attention to details is critical to success.
- Ability to be friendly and helpful with public, as well as organized and accurate with staff and other departments is required.
- Proficient at intermediate levels with the Microsoft Office software suite (including Word, Outlook, Excel, Access and Powerpoint) as well as with web browsers to accomplish internet research as necessary.

Physical Requirements:

This position is primarily situated in an office environment, with walking to and from other department locations. At times the environment may have extensive customer traffic, distractions and noise. Frequently, interactions will involve inquisitive customers, who may be agitated regarding their inquiries. The incumbent must be able to:

- Regularly speak to customers and listen to customer issues.
- Regularly sit and work for periods in excess of one hour, including working with a computer and a telephone;
- Stand for periods up to 15 minutes and walk to provide counter service to customers visiting the Land Use department.
- Stand, lift, reach and bend to store and access records and files in the course of maintaining files and providing service to customers and support to the department within the office environment.

This information is designed to give the general nature and level of work to be performed by employees assigned to this job title and must not be construed to be a complete inventory of the position's duties, responsibilities and qualifications. Employment in the State of Connecticut is, by statute, at will, and nothing in this job description should be construed as an employment contract.

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