

Job Description
Administrative Assistant
Description of Work

DEFINITION:

This highly motivated, organized professional provides highly-skilled clerical and administrative support to the Town Planner and Town Administrator. The position falls under the direction of the Town Planner and will work closely with the public, developers, elected officials, and department heads to provide customer service on planning issues, conduct research and mapping functions, and prepare reports on various issues as directed. This employee must be a team player who is flexible and enjoys working with people daily. This position will work Monday through Thursday from 9 AM until 5 PM and Friday from 9 AM until 4 PM. Requires attendance at a minimum of two (2) nights per month to attend meetings, as needed.

ESSENTIAL FUNCTIONS OF THE JOB: *The listed examples may not include all duties performed by this position, as duties may vary from time to time at the discretion of the supervisor. All requirements are subject to possible modification to reasonably accommodate an individual with a disability.*

- Assist in providing friendly and responsive customer service on a 4-line phone system, respond to routine questions and requests for information, and route calls as appropriate.
- Prepare letters, memorandums, forms, reports, and time lines that sometimes require considerable research and discretion to internal and external entities; may interact daily with Town officials, supervisors, Town staff, citizens, and external State, Local, and Federal jurisdictions
- Interpret, apply, and maintain Land Development Regulations and Policies, including the Municipal Zoning Ordinance, Subdivision Regulations, Municipal Code, Design Guidelines Manual, and other Land Use regulatory documents.
- Aid individuals submitting applications to the various Planning boards and committees; coordinate staff review of development applications (i.e. subdivisions, site plans, variances, and conditional use permits).
- Maintain department forms, applications, schedules, and online resources.
- Conduct field work, collect parcel data, and search land records for Town Staff; research and compile information on a variety of planning issues and statistical data from multiple sources for special projects.
- Draft public information correspondence and monitor the Town's website and social media platforms to ensure accurate and timely information.
- Assist Town Staff at various meetings; take effective notes and transcribe recorded minutes for use as a permanent record; prepare and distribute notes on staff meetings as required; perform pre and follow-up work as appropriate.
- Assists with processing residential building, fence, addition, pool and shed permit applications and demolition applications in accordance with Town's Municipal Zoning Ordinance
- Handle sensitive information in an appropriate manner and maintain complete confidentiality as needed.
- Initiate and maintain a variety of files and records for the Town Planner, including permit tracking, annual training requirements, and committee member information.
- Assist the department with other simple clerical work when assigned.
- Assist in the review of building plans and minor permit applications to assure compliance with the Town regulations and building requirements.
- Manage meeting calendars; create and mail committee meeting packages; prepare public notices.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of modern office practices, procedures and equipment; Proficient in Microsoft Office products to include Word, Excel, PowerPoint, Outlook, and Publisher.
- Ability to express ideas clearly and concisely, both verbally and in writing, and be able to communicate with tact and professionalism under various conditions.
- Ability to cope with a considerable volume of detailed work and adapt to interruptions in work flow.
- Ability to conduct independent investigations, analysis, and research related to land use and demographics.
- Ability to effectively manage one's time, solve problems, and exercise sound judgement.
- Ability to read, interpret, and understand maps.
- Ability to apply rules and regulations as they relate to job duties and exercise good judgment in evaluating situations
- Ability to establish and maintain effective working relationships with the public, professional colleagues, representatives of other public agencies and other employees
- Knowledge of Economics, Sociology and Municipal Finance as applied to Town Planning/Codes
- Excellent organizational skills with attention to detail and accuracy.
- Ability to sit and/or stand for extended periods of time and occasional light lifting required.
- Most work will be performed in an office setting; however, some work is required in the field. Must be willing to go on job sites to perform inspections, run errands, and mail or receive documents in various weather conditions.

QUALIFICATIONS:

- Associate's Degree and four (4) years of experience in an administrative support position, preferably in a municipality. An equivalent combination of education and relevant experience may be considered. Degree in Urban Planning, Architecture, or related area of study preferred.
- Must possess a valid driver's license in the State of Tennessee.
- Applicants must also complete all requirements established by the Town for employment. This may include, but is not limited to, a comprehensive background investigation and a job-related medical examination, including a drug screening test.