

Position Purpose:

Performs highly responsible, complex administrative support for Planning, Zoning, Building and Fire Departments. Duties are varied and require considerable knowledge of department operations, policies and procedures; office and information management systems; 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.)

- Assists customers with building permits, zoning and planning applications, maintains records.
- Answers incoming calls, assists the public with building department questions and research pertaining to building, schedules inspections, processes monthly reports, post cards and certified letters for expiring building permits and directs callers or takes messages as appropriate.
- Receives, processes, and assists the public in land use questions, application procedures and regulations. reviews all planning applications and building permits in order to prevent delays in process.
- Prepares for Zoning and Planning Board Meetings including, but not limited to: gathering materials including board packets, set up room, distribute materials, posts agendas, and provides administrative support for Board Members as required.
- Works with the Chairmen of Planning and Zoning Boards on the budget process and report for the town report.
- Manages filing system and handles all record maintenance for the Building Department, Planning, and ZBA, to aid in future referencing of current events.
- Composes and files correspondence as required; types vouchers, invoices, account statements, reports, and other records.
- Attends evening meetings and takes meeting minutes as required. Composes final minutes and incorporates comments, finalizes minutes and distributes as necessary.
- Maintains files and databases as required.
- Maintains and processes personnel records, new applications and varied records for the Fire Department.
- Updates forms and records of fire equipment and vehicles, and assists with and maintains records of grants and varied Fire Department reports.
- Assists with 911 mapping and street listings.
- Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

High School Diploma. Associate's Degree preferred; Three to five, 3 – 5 years of administrative experience or related field preferred; experience working with computers; experience working with the public and responding to customer service requests or an equivalent combination of education and experience. Notary Public desirable.

Knowledge, Ability and Skill:

Knowledge: Advanced knowledge of the municipal administration process, general knowledge of the functions of municipal government, general understanding of the interaction between local

**ADMINISTRATIVE ASSISTANT
(BUILDING, LAND USE, FIRE)**

CANDIA, NH

government, state government, and federal government, basic working knowledge of business administration, practices, general office procedures, and applicable local, state, and federal laws.

Ability: Ability to plan, organize and collaborate with others, ability to communicate effectively, ability to establish and maintain effective working relationships with all town employees, board/committee members, officials and the general public, ability to recognize town-wide priorities and work cooperatively to support their accomplishment, ability to prioritize multiple tasks and deal effectively with interruptions, often under considerable time pressure, ability to operate a computer and proficient in the use of MS Office applications and database applications.

Skills: Excellent customer service and organization skills, excellent written and verbal communication skills, excellent computer skills including MS Office, Munismart and Vision applications.

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.

This position is frequently required to sit, communicate, or hear; occasionally required to walk, must be able to handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move objects weighing up to 10 pounds. Vision and hearing at or correctable to normal ranges. This position requires the ability to operate a keyboard and calculator at efficient speed.

Supervision:

Supervision Scope: Performs routine duties that are clearly defined by protocol and standard operating procedures. This role requires basic knowledge of departmental operations.

Supervision Received: Works under the direct supervision of the Building Inspector.

Supervision Given: None.

Job Environment:

- Work is performed under typical office conditions; work environment is moderately noisy.
- Operates computer, calculator, telephone, copier, facsimile machine, and other standard office equipment.
- Interacts with other town departments, town businesses, the general public, and town officials.
- Has access to department-related confidential and/or sensitive information including personnel records.
- Errors in judgment could result in hardship to the town's citizens, lower standards of service to the community, monetary loss or legal repercussions and possible negative public relations for both the department and the town.

(This job description does not constitute an employment agreement between the employers and is subject to change by the employer as the needs of the employer and requirements of the job change.)