



JOB DESCRIPTION

Job Title: Receptionist/Permit Clerk **Reports to:** Town Clerk/Project Coordinator

Prepared by: Julie L. Powers **Approved by:** Town Manager

Date Approved: August 27, 2007 **Last Revision Date:** August 25, 2007

SUMMARY

The Receptionist/Permit Clerk is responsible for providing secretarial and clerical support in order to ensure that municipal services are provided in an effective and efficient manner. Takes direction primarily from and reports initially to the Town Clerk and Project Coordinator. Position is initial contact between the public, the Town Council, and staff with the Project Coordinator. It requires the ability to sit at a workstation for extended periods, to serve the public at the front desk, climb stairs, and carry up to 25 lbs.

PRIMARY RESPONSIBILITIES

1. Greets visitors entering Town Hall, determines nature and purpose of visit ensuring they sign in, and direct or escort them to specific destinations.
2. Handles incoming calls providing information, answering routine inquiries and providing general information, refers callers to appropriate department or agency, and taking messages when necessary.
3. Responds to all inquiries in a courteous manner, providing information within the scope of knowledge and authority, and referring to higher classification employee as applicable.
4. File and maintain records.
5. Performs basic clerical tasks and operates basic office equipment.
6. Transmits information or documents to customers, using computer, mail, or facsimile machine.
7. Analyzes data to determine answers to questions from customers or members of the public.
8. Adheres to all town policies, procedures, and ordinances and Town Charter.
9. Perform duties such as straightening magazines and newspapers to maintain lobby or reception area.
10. Responsible for ensuring front door is unlocked at the open of business and locked at the close of business.
11. From dictation, handwritten drafts, or verbal instruction processes and prepares letters, memos, correspondence, plan reviews, or other documents.
12. Collect, sort, distribute, and prepare mail, messages, and courier deliveries.
13. Schedule appointments for the Project Coordinator and Code Enforcer, and maintain and update appointment calendars.

14. Generates correspondence as requested by the Project Coordinator utilizing knowledge of Microsoft Word and Excel.
15. Distribute building permit information, politely assist the public in completing applications for permits, and check applications to ensure they are complete for plan review.
16. Provides basic information on permit application requirements, general procedures for processing, and permit fees.
17. Organizes and prepares file for issuance of permit and notifies owner or builder.
18. Maintains files for documents such as ordinance revisions.
19. Issues and enters various permits into database; files documents into existing filing system; prepares files and indexes materials alphabetically or numerically; conducts file and record searches.
20. Maintains automated permit processing database and files; utilizes automated database of permit information to assist professional staff with ensuring compliance with timeliness required by the specific type of permit.
21. Faxes public notice letters to newspapers.
22. Prepares monthly reports as necessary for the Project Coordinator.
23. Transcribes minutes for the Planning and Zoning Commission and Board of Adjustment meetings accurately using recorder software and Microsoft Word.
24. Other related duties as assigned by Project Coordinator, Town Clerk, or Town Manager.

ADDITIONAL RESPONSIBILITIES

1. Assists Accounting Clerk with receiving payments and recording receipts for services along with preparing Utility and Tax billing for mailing.
2. Provides assistance to department supervisors as needed and works closely with other staff to ensure adequate administrative coverage is maintained at all times.
3. May perform portions of the work of higher classified positions occasionally, as assigned.
4. May perform duties of similar complexity in any town department as required or assigned.

EDUCATION/QUALIFICATIONS

Position requires a high school diploma or equivalent education.

KNOWLEDGE AND SKILLS

Must quickly acquire considerable knowledge of the town's functions, procedures, purpose, and applicable ordinances; have a sound knowledge and ability in business correspondence and an ability to proofread for grammar, spelling, and punctuation with a high degree of accuracy; have some experience with word processing and the ability to learn spreadsheet programs and data entry; type at a minimum speed of 45 wpm; be able to read and interpret maps; and be detail-oriented and accurate (i.e. with numbers and street locations). Position requires training and experience in general office procedures, policies, and methods; knowledge in the use of office equipment, strong verbal and written communication skills; experience in dealing with the public; ability to use good judgment in the completion of a variety of work situations; ability to organize, multi-task, and plan work to meet deadlines; and knowledge of computer programs including word processing and spreadsheets. Visibility requires maintaining a professional appearance and providing a positive company image to the public.

Employee Signature

Date

***NOTE:** By signing this document I am agreeing to the statements contained in this job description. These statements reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.*