



Position Description

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Building & Zoning Administrative Assistant

Department: Building & Zoning

Pay Grade: 3

FLSA Status: Non-Exempt

JOB SUMMARY

The purpose of this classification is to provide customer service to the citizens of the Town of Hilliard under the general supervision and direction of the Land Use Administrator. The Administrative Assistant is entrusted with numerous and diverse duties. In addition to the required duties performed, the Administrative Assistant provides assistance and support to the Land Use Administrator participating in discussion and decision making in a variety of areas relating to job duties and responsibilities. A person must be able to work independently with minimal supervision.

ESSENTIAL JOB FUNCTIONS:

Customer Service:

- Provide customer service.
- Address citizen complaints.
- First/Second to answer phone calls and greet customers in a timely and accurate manner, offering assistance to customers.
- Direct complaints, correspondence, and inquiries for action to various departments as needed.
- Perform liaison work between the Town Council, Planning & Zoning Board, Building Official, Land Use Administrator, and public as may be directed.

Administrative:

- Provide Notary Services after one year of employment.
- Research and furnish data to the public in accordance with the Public Records Laws.
- Conduct business with other municipalities, state and federal agencies as directed by the Land Use Administrator.
- Under the guidance of the Land Use Administrator, develops standard operating procedures and department policies.
- Monitors and stays current with technology and practices related office functions.
- Assist the Land Use Administrator to achieve the Town's long- and short-term goals.

- Ensure that all official Town documents are maintained in an accurate system for cross-file of Planning & Zoning Board actions.
- Always proof and edit all work for accuracy.
- Maintain department files for use by self and others in department.
- Prepare or follow up on requests from the Land Use Administrator.
- Prepare or follow up on requests from the Mayor & Town Council Members.
- Prepare or follow up on request from the Planning & Zoning Board.
- Prepare or follow up on request from the Town Clerk.
- Prepare or follow up on requests from the Public Works Director.
- Prepare or follow up on requests from the Parks & Recreation Director.
- Research and furnish data to public in accordance with the Public Records Laws.

Building & Zoning:

- Prepare and maintain all building permits for Building Inspector, including coordination of inspections, physical addressing, and submittal to various departments for approval, finalization and certificate of occupancy.
- Assist public with zoning inquiries and zoning applications as needed.
- Participate in maintain and update all Town fee schedules as they pertain to building and/or zoning.
- Review and maintain building permits within the system for accuracy and balance of revenues to general ledger.
- Obtain and maintain up to date knowledge of changing laws and requirements as they pertain to the building department.
- Assist Code Enforcement Officer with various information and lien letter information request forms.
- Assist Land Use Administrator with Essential Job Functions.
- Maintain files of past zoning action as per records management requirements.
- Assist Fire Marshal with various information and permit plans review.
- Assist Contractors with building permit software submittals.
- Assist in preparing the Planning & Zoning Board's Agenda and uploading to the iPad.
- Assist in preparing the Planning & Zoning Board's Minutes.
- Maintain and keep currently updated the Planning & Zoning Board's Agendas and Minutes Books.
- Assist in preparing Resolutions and Ordinances for Planning & Zoning Board's recommendation to Town Council.
- Assist in preparing Planning & Zoning Board Public Notices for all meetings and for other transactions of the Planning & zoning Board including Public Hearing for Town Ordinances.
- Assist in coordination between offices.
- Maintain and update customer literature and information in the lobby.
- Oversee office equipment maintenance and troubleshoot equipment problems as needed.
- Ability to take on additional municipal duties as required.

Other Duties and Responsibilities:

- Provide backup to other staff members as needed.
- Provide backup with Land Use Administrator as needed.
- Provide backup to Public Works Clerk as needed.
- Perform computer operation activities for other departments.
- Provide back up to picking up interoffice mail from Town Hall daily
- Provide information, explanations and assistance to the public and other employees.
- Performs other duties as assigned.

These examples are intended only as illustrations of various types of work performed and are not necessarily all-inclusive. The job description is subject to change as the needs of the employer and the requirements of the job change.

MINIMUM REQUIREMENTS TO PERFORM WORK:

- High school diploma or equivalent.
- Associate degree in business preferred.
- Two (2) years' experience in the public sector or related field.
- Or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

LICENSES, CERTIFICATIONS OR REGISTRATIONS:

- Valid State of Florida Driver's License
- Florida Certified Records Manager (FCRM) – Florida Records Management Association.
- Permit Tec Training – Building Officials Association for Florida (BOAF)
- Florida Notary – Florida Notary Association

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of computer data entry systems and word processing applications; Windows OS, Microsoft Office Suite, or other related programs deemed necessary.
- Knowledge of Florida Statutes.
- Knowledge of basic arithmetic operations.
- Skill in dealing with community groups and individuals.
- Skill in starting, stopping, operating, and monitoring the functioning of equipment, machinery, tools, and/or materials used in performing essential functions.
- Skills in verbal and written communication.
- Ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions.
- Ability to work independently with minimal supervision.
- Ability to deal courteously with the general public; establish and maintain effective relationships with employees, supervisors, administrators, and other Town personnel.
- Ability to organize and accomplish work responsibilities and tasks.

PHYSICAL DEMANDS:

Work consists of sedentary work, which requires exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Tasks may involve extended periods of sitting, including time at a keyboard or workstation. Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT:

Work is performed in a normal office environment. Essential functions are regularly performed without exposure to adverse environmental conditions.

CONDITIONS OF EMPLOYMENT:

Offer of employment is contingent upon the following: an interview of references and previous employers; satisfactory results of a background investigation and/or medical examination or inquiry, including a drug screen test.

The Town of Hilliard has the right to revise this position description at any time and does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

The Town of Hilliard, Florida commits to a policy of equal employment opportunity for applicants and employees, complying with local, state, and federal laws. The Town's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.