**Elmore County**

**Class Specification**

**Administrative Assistant – Land Use & Building**

Class Code Number: 312 Pay Grade: 7

FLSA Designation: Covered/Nonexempt Effective Date: 4-2021

**General Statement of Duties**

Performs administrative and office management work in support of the County’s Growth & Development operations, functions and programs; performs related work as required.

**Classification Summary**

The primary function of an employee in this class is to provide administrative support for Department functions. The employee assists and guides the public on department processes and procedures, permit fees and other planning and zoning issues. The Administrative Assistant reports to the Director. The nature of the work requires the employee to be detail oriented with excellent public relations skills in handling often disgruntled citizens. The principal duties of this class are performed in a general office environment.

**Examples of Work** (Illustrative Only)

**Essential Duties and Responsibilities**

* Relieves the Director of administrative details such as gathering data and preparing reports;
* Reviews existing administra­tive procedures and initiates or recom­mends improvements;
* Serves as secretary at meetings and maintains updated status on projects with staff;
* Composes letters and memoranda; compiles and copies information packets for staff, Commission members and others;
* Creates and submits payment vouchers for all bills, including payments for meetings and mileage for Planning and Zoning Commission members;
* Answers telephone and assists the public over the counter to provide information about department programs, activities or events; screens calls and determines proper referral;.
* Establishes and maintains all administrative files for the department;
* Types and edits master documents as requested from staff;
* Provides excellent customer service as a representative of the County and Department; retrieves requested information and assists the public as needed;
* Receives and processes applications for various planning, zoning and building permits or other related issues;
* Develops and distributes all public hearing and public meeting notices to newspaper, interested agencies and adjoining property owners;
* Assists building inspector in researching violations;
* Responds to questions and provides explanations to contractors, property owners and the general public on code compliance, permit issues and planning and zoning issues;
* Attends planning and zoning and meetings when requested (these are in the evenings);
* Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
* Update/enter/maintain all code enforcement files.
* Schedule building inspections;
* Process all permit info/inspections into database

**Other Duties and Responsibilities**

* Performs other related duties as required.

**Required Knowledge, Skills and Abilities**

Knowledge of:

* Secretarial practices including typing and transcription, general office procedures and business accounting;
* General procedures relating to the gathering data and the preparation of reports;
* The operation of computers and skill in the use of word processing, spreadsheet, database, and other software as required by the position;
* The organization, functions, and activities of local government and the department;
* The correct use of English grammar.

Ability to:

* Relieve a professional of administrative details with minimum supervision;
* Deal with the public in a tactful, pleasant, courteous, and diplomatic manner and to maintain confidentiality of information;
* Record and maintain records and other documents;
* Receive and track monies and application paperwork;
* Express ideas clearly and concisely in writing and orally;
* Take and transcribe clear and concise minutes of meetings;
* Utilize a variety of computer software programs to perform duties;
* Gather and analyze data and prepare reports;
* Establish and maintain effective working relation­ships with other employees, public and private officials, vendors, and the public;
* Respond to citizens’ questions and comments in a courteous and timely manner;
* Communicate and coordinate regularly with others to maximize the effectiveness and efficiency of interdepartmental operations and activities.
* Provide quality services in a cost-effective manner and to recommend improved methods of performing the work;
* Quickly learn the processes and procedures of the planning and zoning process to provide accurate and complete explanations and information to the public;
* Make sound and reasonable decisions in accordance with laws, ordinances, regulations and established procedures;
* Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
* Type 40+wpm;
* Perform all work duties and activities in accordance with County policies, procedures and safety practices;
* Integrity, ingenuity and inventiveness in the performance of assigned tasks;

**Acceptable Experience and Training**

* High school diploma or equivalent general educational development (GED) certification with course work in general accounting or secretarial fields; and
* Two years of experience performing secretarial or administrative support duties; or
* Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

**Essential Physical Abilities**

* Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
* Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to establish, maintain and prepare various written records, permits, correspondence and other documents;
* Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computer equipment, ten key calculator and other office equipment;
* Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in an office setting.