

ADMINISTRATIVE SPECIALIST*Building Department***DEFINITION**

Under general supervision of the Inspector of Buildings, serves as primary staff member responsible for provision of comprehensive administrative and secretarial duties for the Building Department, including customer service, secretarial responsibilities, and office administrative and bookkeeping functions.

ESSENTIAL FUNCTIONS

- P Provides assistance to internal and external customers of the division, including members of the public, contractors, staff of the Town, board and committee members, etc. Greets visitors, answers phones, explains office procedures, and responds to questions within level of expertise and authorization, referring more complex issues to technical, professional or management staff. Issues may include:
1. Explaining department policies, regulations and office procedures, including restrictions or requirements that may apply to individual situations.
 2. Explanations of building, plumbing, gas and electrical codes, and the Town's sign bylaw.
 3. Explanations regarding issuance of permits.
 4. Information related to activities of the Sealer of Weights and Measures.
 5. Assistance in reading and interpreting division maps and records.
 6. Scheduling of inspections.
- P Provides secretarial services to the Inspector or Buildings and department staff. Screens calls and takes messages; produces documents and reports using wordprocessing and related software applications; makes appointments and maintains calendar; establishes and maintains division files; sends faxes and duplicates materials.
- P Serves as primary department staff member responsible for office administrative and bookkeeping functions. Duties may include:
1. Collection, recording and deposit of fees for permits, licenses, and other division functions and services, and preparation of related statistical, bookkeeping and budgetary reports for the Building Department and the Sealer of Weights and Measures.
 2. Assistance in preparation of budgets, and monitoring of budgets during the course of the year for Building and Weights and Measures.

3. Ordering of office supplies.
 4. Processing of invoices, including coding of expense categories.
 5. Processing of division payroll.
- P Assists in administration of the Town's sign bylaw. Assists applicants in completing applications; enters data in computer; refers application to the Inspector of Buildings or to the Sign Bylaw Committee as required; and follows up as required in accordance with statutory timetables.
- P Maintains special lists, databases and other division records, using manual or automated systems. Examples include:
1. Division budget, expenditures, revenues and related reports.
 2. Certificate of inspection database, including generation of renewal applications and updated certificate cards.
 3. Street plan files.
- P Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Skills, Knowledge and Abilities

- P Knowledge of standard office procedures, practices, forms, and equipment.
- P Ability to prepare routine to complex correspondence and reports utilizing computerized office applications, such as wordprocessing, spreadsheets, etc.
- P Ability to understand, learn interpret and explain policies and procedures and to apply such guidelines appropriately to different situations.
- P Ability to interact effectively and tactfully with a wide variety of individuals including management personnel, other department staff, outside professionals and members of the public.
- P Ability to communicate clearly and concisely with others, both verbally and in writing.
- P Ability to prioritize multiple tasks and deal effectively with interruptions.
- P Ability to perform detailed work accurately and efficiently within strict deadlines.

Education and Experience

Duties require knowledge of office administration, secretarial practices, financial recordkeeping and automated office systems and procedures equivalent to two years of college and 2-3 years of related experience.

SUPERVISORY RESPONSIBILITY

Provides guidance to Department Assistant 2.

PHYSICAL ELEMENTS

- P Standard office environment, subject to normal variations in temperature, noise, etc.
- P Intermittent standing to assist customers in the office.
- P Frequent interruptions to assist customers in the office or on the phone.
- P May spend extended periods at terminal, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity.
- P Regular lifting and carrying of files, documents, records, etc.