



ADMINISTRATIVE ASSISTANT (BUILDING DEPARTMENT) FULL-TIME NON-EXEMPT

A. GENERAL PURPOSE

Performs general administrative, receptionist, and clerical duties including the following: greeting and assisting visitors; answering the phone; scheduling appointments; receiving and distributing permit applications; processing Contractor Registrations; filing; scanning; and copying. Assists in coordinating permit reviews with other city departments and agencies. Handles customer inquiries and complaints, provides permit-related information to customers. Provides general administrative assistance to other department staff as directed by the Building Official.

B. SUPERVISION RECEIVED

Works under the general direction of the Building Official.

C. ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Greets the public and directs them to appropriate City staff.
2. Manages telephone communications by answering the phone, transferring calls, screening calls, and taking messages in a professional manner.
3. Provides assistance, information, forms, and permits to the public; receives, reviews, and processes applications for permits and licenses; collects and processes appropriate information and applies applicable policies and procedures in determining completeness of applications, records, and reports; assesses fees; issues and approves building, electrical, mechanical, plumbing, fire, and other related permits.
4. Works as a liaison between permit applicants and plan reviewers to ensure information is transferred accurately and timely; explains procedures and requirements to applicants; coordinates review process with other staff members and departments.
5. Coordinates with Building Permit Technician Supervisor and Building Official to ensure

that permit applicants have complied with any special development regulations; ensures that permit applicants have obtained required approvals from other agencies.

6. Prepares a variety of statistical and narrative reports including permit, inspection, and building and construction activity reports; prepares or updates application forms and informational handouts as needed.
7. Reviews and processes applications for permits; reviews for accuracy, completeness, and compliance with established procedures; receives, balances, and deposits payments, and maintains complex financial and accounting records.
8. Performs general administrative duties; files, schedules appointments, composes, types and proofreads a variety of documents.
9. Operates a variety of modern office equipment to include, but not limited to, printers, copiers, calculators, multi-line phone systems, scanners, or other specialized equipment, and personal computers in a Windows based computing environment using standard or customized software application programs appropriate to assigned activities.
10. Exhibits a professional demeanor and positive communication skills.
11. Performs residential exterior lighting inspections to ensure compliance with the Outdoor Lighting Ordinance prior to issuing Certificates of Occupancy.
12. Travels to various destinations in and out of the City for work related purposes.
13. Assists with ordering office supplies such as paper, printer ink, writing utensils, etc. Orders nameplates and other items. Distributes and maintains inventory of business cards.
14. Delivers and picks up mail and packages, sorts, date stamps, and distributes.
15. Copies, scans, and emails documents.
16. Assist in receipting and replying to records requests of the public.
17. Ability to establish, maintain, and foster positive, professional, and effective working relationships with City personnel, contractors and local businesses within the community, building strong rapport and collaboration with all stakeholders encountered in the course of work.
18. Ability to maintain confidentiality.
19. Performs other duties as assigned.

D. NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES

High school diploma or equivalent; AND two (2) years of office or clerical experience, preferably within a municipality; OR an equivalent combination of education, training, and experience.

Must obtain International Code Council Permit Technician Certification within one year of hire.

1. Knowledge of applicable Federal, State, and local laws, rules, codes and regulations related to building trades and construction.
2. Knowledge of basic terminology, practices, and procedures used in building trades and construction.
3. Skill in operating the listed tools and equipment.
4. Ability to communicate effectively orally and in writing.
5. Ability to type, file, and sort documents.
6. Ability to establish and maintain effective working relationships with employees, City officials, and the general public.
7. Ability to learn, interpret and apply department policies, procedures, organization, and operating details, as well as development regulations.
8. Ability to organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, organize own work, set priorities, and meet critical time deadlines.
9. Ability to provide continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.
10. Ability to handle confidential and sensitive information while maintaining confidentiality.

E. TOOLS AND EQUIPMENT USED

Personal computer, including word processing and spreadsheet software; email; phone; copy machine; and scanner. Proficiency in Microsoft Office Suite to include Outlook, Word, and Excel and PowerPoint.

F. SPECIAL REQUIREMENTS

1. A valid state driver's license.
2. While performing the duties of this job, the employee is required to sit for extended periods of time and communicate orally with others. The employee is occasionally required to move about the building and travel to other locations.
3. The employee must be able to carry, lift, hold, push and/or pull up to 50 pounds of office supplies, files, equipment, and furniture.

G. WORK HOURS

Typical work hours are between 8:00 am and 5:00 pm including one hour for lunch, Monday through Friday except holidays. This position is non-exempt and eligible for overtime pursuant to the needs of the City and at the direction of the Building Official. Any overtime hours performed must be preapproved by the direct supervisor.

H. SALARY

Pay range is \$20.00 to \$25.00 hourly. Salary is commensurate with the position. Pay days are every other Friday or as otherwise determined by the CITY OF DRIPPING SPRINGS PERSONNEL MANUAL.

I. BENEFITS

Benefits shall be in accordance with those outlined in the CITY OF DRIPPING SPRINGS PERSONNEL MANUAL, as may be modified by the specific employee's offer letter.

J. Equal Opportunity Employer

The City's employment decisions are made without regard to race, color, religion, sex, age, sexual orientation, military status, veteran status, national origin, mental or physical disability, pregnancy, or marital status. Discrimination or harassment against any person in recruitment, examination, appointment, training, promotion, discipline, or any other aspect of personnel administration because of political or religious opinions or affiliations, membership or non-membership in employee organizations, or because of race, color, national origin, age, disability, veteran status, sex, or marital status is prohibited. To discuss an accommodation, please contact the Human Resources Director, Chase Winburn at (512) 502-8313.

Please note: This Job Description is not a contract and shall not be construed to alter an employee's at-will relationship. The terms and conditions of any employee's position with the City may be altered by the City Council at any time. To the extent reasonably possible, this Job Description, the Personnel Manual, and the employee's Offer Letter shall be read together in harmony. If there are conflicts between this Job Description, the Personnel Manual, and the employee's Offer Letter, the most specific term or condition of employment shall govern.