

City of St. Charles Position Description 	<b>Position Title</b>	<b>Administrative Assistant</b>		
	<b>Department</b>	Community & Economic Development	<b>Division</b>	Building & Code Enforcement
			<b>Section</b>	
	<b>Full/Part Time</b>	Full Time	<b>Union</b>	Non-Union
	<b>Reports to</b>	Senior Administrative Assistant-B&CE	<b>Positions Supervised</b>	None
<b>FSLA Status</b>	Non-Exempt	<b>Salary Grade</b>	Q	

### Position Description Overview

This position, under the general supervision of the Senior Administrative Assistant-B&CE, is responsible for applying clerical and customer service skills to provide assistance to the department, other City departments, employees, and residents. This position may be required to serve as a back-up for the Senior Administrative Assistant in B&CE, as necessary.

### Essential Job Functions

#### *Standard*

1. Take personal responsibility to provide exceptional customer service in order to promote and maintain a positive City image, constructive working environment, and foster pride and professionalism in the workplace and community.
2. Adhere to all departmental and City safety policies.
3. Consistent attendance and punctuality is required.

#### *Position-Specific*

1. Provides general clerical support duties as requested and directed by supervisor by answering telephone calls, typing, copying, collating, assembling, filing, and distributing office documents, distributing department mail, preparing routine correspondence, calendars in Lotus Notes, and various other miscellaneous duties.
2. Compose and prepare both routine and technical correspondence, reports and documents;
  - Proofread various reports and forms for accuracy; and
  - Maintain paper and electronic files.
  - Coordinate adjudication hearing process
3. Assists external customers with processing, completing, and obtaining building permits by:
  - Verifying accuracy and completion of required permit form information;
  - Answering customer questions regarding building codes, established zoning criteria, and related Community Development Department guidelines;
  - Providing general overview information on the permit issuing process;
  - Contacting the appropriate departments and outside agencies regarding needed information for the issuance of permits;

- Creating and maintaining records regarding the required information to complete the issuance of permits;
  - Calculating, collecting, and balancing associated permit filing fees;
  - Collecting, assembling, reviewing, and processing permit information before final issuance of permits, then processing permit-related paperwork to the appropriate department/s; sharing in co-worker rotation of processing monthly building permit reports; verifying information on older permits, notifying applicants and closing out permits; and processing and balancing daily receipts on a rotation between co-workers and;
  - Verifying inspection data in City's permit tracking system, creating certificates of occupancy, obtaining signatures from other departments and releasing certificates of occupancy.
4. Schedules building inspections for all categories of inspectors, and coordinates the timing of inspections with other appropriate departments. Shares with co-workers in notifying various departments through Lotus Notes on final inspections for new residential, new non-residential buildings, and additions for non-residential permits.
  5. Schedules agendas, attends evening and daytime meetings, takes notes, and composes meeting minutes, as necessary.
  6. Provide assistance, as necessary, to other divisions of the Community & Economic Development Department.

#### **Additional Job Functions**

##### *Standard*

1. Contribute to a positive group environment by:
  - Complying with all safety policies, practices, and procedures, and reporting all unsafe activities to supervisor and/or Human Resources.
  - Participating in proactive team efforts to achieve departmental and City-wide goals;
  - Assisting other co-workers on special projects as required; and
  - Providing leadership to others through example and by sharing knowledge and skills.
2. Perform other duties as required or assigned.

##### *Position-Specific*

1. Communicate with customers and staff in a timely, accurate, and professional manner.
2. Provide coverage and perform other duties to cover for other department members.
3. Research, gather, process, and distribute documents/information on freedom of information requests and forward to Record Management.
4. Assist in preparation of proposed budget and tracking of annual expenditures.

<b>Basic Requirements</b>	
For successful performance in this position, the incumbent will need to demonstrate the following:	
<b>Knowledge</b>	<i>Standard</i> <ol style="list-style-type: none"> <li>1. Proficient knowledge in personal computer skills, electronic mail, record keeping, database activity, and word processing.</li> </ol>
	<i>Position-Specific</i> N/A
<b>Skills</b>	<i>Standard</i> <ol style="list-style-type: none"> <li>1. Effective interpersonal communication skills for interaction with elected and appointed officials, employees, agencies, other governmental units, and the public.</li> <li>2. Excellent file maintenance and organizational skills.</li> </ol>
	<i>Position-Specific</i> N/A
<b>Abilities</b>	<i>Standard</i> <ol style="list-style-type: none"> <li>1. Demonstrated ability to handle confidential material and information in an ethical, professional manner.</li> <li>2. Demonstrated ability to handle multiple tasks simultaneously, in a timely manner, and with minimal supervision.</li> <li>3. Demonstrated ability to perform basic mathematical calculations, including the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals, and to compute percentages.</li> <li>4. Ability to function under general supervision and operate within policy guidelines using independent judgment in achieving assigned objectives.</li> <li>5. Ability and willingness to receive, handle, and complete confidential submissions, records, reports, and data with utmost honesty, integrity, and confidentiality.</li> <li>6. Ability to collect, logically organize, and interpret information provided in verbal, written, and diagram form, and to make appropriate decisions or recommendations within the scope of position responsibilities.</li> <li>7. Ability to speak and communicate clearly in an office environment.</li> <li>8. Ability to speak effectively before groups of customers or employees.</li> <li>9. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.</li> <li>10. Ability to compose routine correspondence and reports in a clear, concise, logical, and effective manner, utilizing proper grammar, spelling, punctuation, sentence structure, and tone.</li> <li>11. Ability to accurately proofread and edit documents for correct grammar,</li> </ol>

	<p>spelling, sentence structure, punctuation, tone, and content.</p> <ol style="list-style-type: none"> <li>12. Ability to type 40 words per minute.</li> <li>13. Possession of a valid driver's license.</li> </ol> <hr/> <p><i>Position-Specific</i></p> <ol style="list-style-type: none"> <li>1. N/A</li> </ol>
<p><b>Education &amp; Experience</b></p>	<ol style="list-style-type: none"> <li>1. High school diploma or equivalent required.</li> <li>2. Minimum of two (2) years of experience.</li> <li>3. Any equivalent combination of experience and education that provides the required knowledge, skills, and abilities.</li> </ol>
<p><b>Physical/ Environmental Demands</b></p>	<p><i>Standard</i></p> <p>Light physical activity performing non-strenuous daily activities of a productive/technical nature at moderate noise levels in a well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation, including:</p> <ol style="list-style-type: none"> <li>1. Physical ability to sit, stand, walk, climb, balance, stoop, kneel, or crouch.</li> <li>2. Physical ability to reach items with arms and hands and manual dexterity and fine motor skills sufficient to perform all essential and additional job functions and basic requirements listed above.</li> <li>3. Physical ability to hear ordinary conversation, such as questions from residents, as well as other sounds, such as the telephone ringing, etc.</li> <li>4. Ability to see close, at a distance, and with peripheral vision as well as to adjust vision focus.</li> </ol> <hr/> <p><i>Position-Specific</i></p> <p>N/A</p>

## Position Description Acknowledgement

**Position Title**

Administrative Assistant-B&CE

**Revised/Updated**

1/22/14

I understand that nothing in this position description restricts this organization's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the assignment of essential job functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this position description and its related duties.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date