

**TOWN OF HAMILTON, MA**  
**ADMINISTRATIVE ASSISTANT – PLANNING & INSPECTIONS**

Department	Planning & Inspections
Reports to:	Director of Planning & Inspections
Position Status:	Non-Exempt
Weekly Hours:	37.5
Salary Classification:	Grade ---

**Position Summary/Purpose:**

The purposes of this position are to provide clerical and administrative services to the Planning & Inspections Department, including daily office operations; assistance with building, plumbing and electrical inspections schedule and permits; bookkeeping and recordkeeping; and customer service including zoning appeals. Administrative Assistant exercises sound judgment in performing a variety of duties and is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her control.

**Supervision:**

*Supervision Scope:* Performs a variety of services requiring knowledge of office procedures, practices and equipment. General knowledge of business, Town and departmental functions, as well as building related requirements for inspections and protocols.

*Supervision Received:* Works under the general direction of the Director of Planning & Inspections, following professional standards, procedures and policies. Works closely with Inspectors

*Supervision Given:* None.

**Essential Job Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

- Administer the daily operations of the Planning & Inspections office; provide assistance to the public, contractors, Town staff, Boards and committee members. Explain standard procedures and refer more complex issues to the Inspectors and Director of Planning & Inspections. Answer departmental office phone calls, emails and voicemails. Update and maintain the Planning & Inspections Department website. Relieves Inspectors and Director of Planning & Inspections of administrative tasks.
- Collect, record, and deposit fees for permits, inspections, licenses and other departmental services.

- Perform departmental bookkeeping activities, including bills, payables and revenue. Process departmental payroll documents; assist with budget preparation and monitor expenditures.
- Order office supplies and maintain adequate levels of inventory. Sort, date stamp incoming mail and distribute appropriately within office
- Assist contractors and applicants with the permit procedures, as well as appeal petition filings. Process permits applications and Zoning Board of Appeal filings. Print and distribute Certificates of Occupancy, as directed by the Inspectors. Ensure land use agencies sign off on required documents. Provides list of zoning complaints to inspector to resolve; prepares appropriate letters for zoning enforcement.
- Schedule plumbing, electrical and building inspections or contacts inspectors with contractor contact information; Schedule inspections of new and existing construction, including decks, pools and temporary tents; search for information using GIS, and maintain calendars. Maintain permit record, inspection logs, construction journals and related documents.
- Provide support to the Zoning Board of Appeals. Prepare Board meetings agendas and packets and post notices; oversee the timely recording, production and distribution of meeting minutes and maintain all records and related files.
- Provide support to ZBA. Prepare Board meetings agendas and packets and post notices; oversee the timely recording, production and distribution of meeting minutes and maintain all records and related files. Assist with the Department Annual Report.
- Ensures that all work is conducted in a safe manner and all work safety practices are followed.

**Other Functions:**

- Perform similar or related work as required, directed or as situation dictates.
- Continue training and development; keep current with trends.
- Assist other department staff as needed to promote a team effort to serve the public.

**Minimum Required Qualifications:**

Education, Training and Experience:

Must have an A.S. degree and have 2-3 years of office administration experience in a related field or related municipal/building construction work experience or any equivalent combination of education, training and work experience.

Special Requirements: None

**Knowledge, Ability and Skill:**

- Knowledge of standard office practices, procedures and equipment, as they relate to

- municipal operations.
- Knowledge of the principles and practices of municipal planning and inspection operations and services.
- Knowledge of building construction, municipal building and zoning operations and services
- Ability to use a variety of software systems such as Word, Excel, Munis, and GIS; and Town-specific programs and websites.
- Strong verbal and written communication skills; strong organizational and record-keeping abilities.
- Ability to prioritize, multitask and adapt to changes in schedule and meeting deadlines
- Aptitude for working with and explaining policies and procedures to people, including building type permits and appeals processes.
- Strong customer service and interpersonal skills to engender trust with the public.

**Job Environment:**

Clerical and administrative work is performed in a moderately noisy office with constant interruptions during the day from municipal staff, outside vendors, contractors, state agencies, realtors and the public to address questions and requests.

Requires the operation of cellular and other telephones, personal computers, copiers, facsimile machines, and other standard office equipment.

Makes frequent and periodic contact with Town staff, the Boards and Commissions, ZBA, Land use agencies, the public, vendors, contractors, developers, realtors, engineers and state agencies. Frequently responds to residents questions. Communication is frequently in person, by telephone, mail, and in writing and e-mail. Contacts require a high level of detail, customer service and professionalism.

Errors in judgment or omissions could result in monetary loss and delay in service with legal ramifications and/or potential liability.

**Physical and Mental Requirements:**

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions	X			
Work in high, precarious places	X			
Work with toxic or caustic chemical	X			
Work with fumes or airborne particles	X			
Non weather related –extreme heat/cold	X			
Work near moving mechanical parts	X			
Risk of electrical shock	X			
Vibration	X			

### Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing			X	
Walking			X	
Sitting				X
Talking & Hearing				X
Using hands/fingers to handle/feel				X
Climbing stairs		X		
Stooping, kneeling, crouching, crawling		X		
Reaching with hands and arms				X
Tasting or smelling		X		
Bending, pulling, pushing		X		
Other-Driving	X			
Other- sitting to standing position		X		

### Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds	X			
Up to 50 pounds	X			
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

### Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)	X			
Moderate noise (computer, light traffic)				X
Loud Noise (heavy equipment/traffic)	X			
Very Loud (jack hammer work)	X			

### Vision requirements

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three dimensional vision, ability to judge distances and spatial relationships)
- No special vision requirements

*(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*