

# Building Department Administrative Assistant

## Job Summary

The Building Department Administrative Assistant answers phones, greets visitors and citizens, and administers the building permit process. Provides administrative support to Building Dept. officials.

To be successful in this role, the Building Dept. Administrative Assistant must be knowledgeable, courteous, and professional. The ability to be a resourceful, organized problem-solver is essential to this position. Our ideal candidate also has previous experience as an Administrative Assistant preferably with a Building Department. The Building Dept. Administrative Assistant should be able to identify and address the needs of management and perform administrative tasks to ensure the Building Dept. office runs smoothly.

The hours for this position are 9:00 AM to 4:00 PM, Monday through Thursday. The rate of pay is \$13.00 per hour. The Building Dept. Administrative Assistant will report to the Township Superintendent.

## General Accountabilities

- Maintains a professional image; performs duties in a courteous, friendly manner; exhibits excellent customer service
- Receives and screens phone calls
- Processes all building permits and schedules all inspections
- Enters permits into BSA
- Ensures all permits have had an inspection within 15 days of submitting permit application
- Reviews completed forms for signatures and proper entries
- Completes the monthly building and code enforcement reports
- Uses proper grammar and proofreads all reports and correspondence
- Attends the bi-weekly Building Department meetings
- Follows up with building permit applicants and addresses concerns
- Manages the escrow
- Maintains electronic and paper records of the Building and Code Department
- Builds and maintains positive working relationships with co-workers and the public, including contractors

*\*The Township reserves the right to add or change duties at any time.*

## Job Qualifications

- Education: Bachelor's Degree desired; other education or multiple years of experience considered.
- Experience: Two (2) plus years of experience in a professional office setting, preferably in a building department.

## Skills

- Integrity and confidentiality
- Excellent verbal and written communication
- Proficiency in Microsoft Office software (Outlook, Word, Excel, PowerPoint)
- Excellent judgement and decision making
- Customer service orientation and social perceptiveness
- Efficient, proactive, able to multi-task, meet deadlines and communicate effectively
- Ability to analyze and revise operating practices to improve efficiency
- Detail-oriented and comfortable working in a fast-paced environment



## Charter Township of Royal Oak

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