CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**Rental Registration Clerk**	**UNION:1937**
		SG:107
CLASS TITLE:	**Office Assistant III**	**CS:E/P**
		FLSA:Y
DEPARTMENT:	**Planning and Community Development**	**EEOSOC CODE:AS/43-4171**

JOB SUMMARY:

Performs a variety of complex, specialized administrative and technical clerical duties in support of the Rental Registration and Safety Inspection Program (RR&SIP); includes providing detailed program information to the public, processing rental registration applications, scheduling safety inspections and database management and tracking. Invoices, collects and records fees, penalties and late payments as assigned by the Rental Protection Program Specialist and in accordance with the adopted Fee Schedule under the direction of the Development Services Manager. Work requires broad knowledge of City and departmental functions, policies, procedures and regulations with close attention to detail and deadlines. Acts as backup Permit Clerk in the permit center.

SUPERVISORY RELATIONSHIP:

Reports to the Rental Protection Program Specialist who is responsible for coordinating the City's Rental Registration and Safety Inspection Program and other rental protection objectives. Receives technical direction from the Building Official and program direction from the Development Services Manager and department director. Works independently under general supervision and according to City, department and division policies, procedures, ordinances and codes. Provides information and support to inspectors associated with the Safety Inspection Program and or Code Enforcement.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Performs complex, specialized administrative and technical clerical duties in support of the City's Rental Registration and Safety Inspection Program (RR&SIP) and other rental protection objectives.

2. Provides detailed assistance to the public and City staff and refers escalated interactions to the Rental Protection Program Specialist. Communicates program information, division policies and procedures and applicable municipal code. Responds to technical inquiries within scope of responsibility or refers to appropriate staff.

3. Processes rental registrations and changes; reviews for accuracy and applicable designated exemptions or waivers, verifies owner information and enters information into tracking software.

4. Schedules safety inspections in compliance with established inspection zones and quarterly schedule. Produces inspection notices including specialized multi-property notices. Reviews and responds to requests for extensions, rescheduling and exemptions, and refers to the Rental Protection Program Specialist for evaluation and recommendation to the department manager/director. Notifies inspectors of specialized inspection circumstances or requests. Issues invoices and processes fees, late payments and penalties according to the Adopted Fee Schedule, policies or procedures, and under the direction of the Rental Protection Program Specialist and Development Services Manager. Verifies payments and processes waivers,

adjustments and refunds as directed. Processes inspection results and notifies owner or landlord of any corrections needed. Issues first and second notices of non-compliance; refers cases to Planning and Community Development Department or Bellingham Police Department code compliance officers as required. May act as a city witness in enforcement cases before Hearing Examiner or judicial cases.

5. Assists in database development and maintains an accurate database, along with other tracking and records systems for the RR&SIP and other rental protection measures or projects. Enters data, verifies information and updates or corrects data to ensure accuracy utilizing multiple specialized systems and databases. Collects, selects, catalogs and compiles data from several sources and creates summary reports. Creates statistical calculations and tabulations in accordance with established formulas and equations and assists with departmental public disclosure requests as needed.

6. Prepares, types and proofs forms, letters, brochures, statistical reports and other documentation. Composes correspondence in accordance with established procedures or instructions.

7. Provides input and implements administrative processes and procedures to improve program workflow, organization and efficiency within scope of responsibility.

8. Acts as backup Permit Clerk for the Permit Center. Greets the public at the permit counter and on the telephone, answers questions regarding the permit process and fees. Reviews and accepts permit applications, initiates permit cases in the permit tracking system and processes *over the counter* permits.

9. Assists senior staff and outside agencies in educating and training the rental population and landlords on City policies, programs and other related resources. Assists with the preparation and organization of handbooks, How To Guides and presentation and training materials.

ADDITIONAL WORK PERFORMED:

1. Performs other related duties and responsibilities within scope of classification as assigned.
2. Performs as a Permit Clerk in the Permit Center when coverage is needed.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Working knowledge of standard office practices and procedures
- Considerable knowledge of standard office equipment operation, including desktop computers and standard office software applications.
- Purpose, practices, and policies of the Planning & Community Development Department, including the operational relationships between City departments, other governmental agencies and community groups and agencies.

Skill in:
- Stress tolerance and the ability to handle several tasks simultaneously while maintaining accuracy and attention to detail in an environment of frequent interruptions.
- Considerable customer service and communication skills to work with a variety of citizens and personnel using tact, courtesy and good judgment.
- Considerable literacy skills including reading, composition, knowledge of standard and business English usage, punctuation, spelling, grammar, and formatting.

Basic math skills including adding, subtracting, multiplying, dividing and basic statistical calculations with accuracy.

Ability to:

- Work independently to carry out the responsibilities of the position and make appropriate decisions regarding work methods and priorities.
- Utilize computerized information systems, and proficient use of word processing, spreadsheet, report writing and database programs.
- File alpha-numerically and perform indexing and cross-referencing methods.
- Ability to maintain complex specialized records and prepare narrative and statistical reports.
- .Work with a high degree of accuracy and attention to detail and to follow detailed procedures and work schedules in an atmosphere of frequent interruptions and working deadlines.
- Function effectively in an advanced technology environment and contribute to the division's overall mission and goals.
- Work independently, solve problems, and organize work with minimum supervision.
- Willingness and ability to maintain confidentiality of sensitive information.
- Communicate accurately and legibly in English on forms, letters, reports, and customer correspondence.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Result Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job including:
  - Frequently operate a computer and detect and discern information and data on a computer screen or typewritten page;
  - Frequently communicate verbally;
  - Move between work sites;
  - Occasionally transport objects weighing up to twenty-five (25) pounds.

WORKING ENVIRONMENT:

Work is performed in a busy office environment on a computer workstation with long periods of remaining stationary and includes a normal range of noise. Work involves direct and continuous interaction with the public and other City employees on the telephone and in person. Work is performed in a highly demanding atmosphere where interactions with irate/forceful customers may be routine and in an environment of frequent and numerous interruptions.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Three years of progressively responsible clerical experience in a computerized, highly detailed business office including extensive public contact, or any combination of experience and education that provides the applicant with the desired skills, knowledge and ability to perform the job.
- Post-secondary vocational training or college education in a related field preferred.
- Proficient in the use of computer software including word processing, spreadsheets, databases computerized record keeping systems and file management applications required.
- MS Office experience preferred.
- One year of experience in computerized data entry requiring high degree of accuracy and speed required.
- Ability to type at 45 wpm net required.

NECESSARY SPECIAL REQUIREMENT:

- Employment is contingent upon passing criminal convictions and local background check.

PREPARED BY:

B. Lyon
M. Barrett
4/24

REVIEWED BY: _____

Blake Lyon, Director
Planning & Community Development

REVISED BY: