CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**PERMIT CENTER OFFICE ASSISTANT**	**UNION:1937**
		SG:103
CLASS TITLE:	**Office Assistant 1**	**CS:Y**
		FLSA:Y
DEPARTMENT:	**Planning and Community Development Department**	**EEO4CODE:AS**

JOB SUMMARY:

The Permit Center Office Assistant provides routine clerical support in a very busy work environment. Tasks include answering the telephone, greeting visitors, providing information and assistance to others, opening and sorting incoming mail, filing, photocopying, entering data into databases, assisting with special projects, responding to information requests, permit distribution, cashiering and scheduling appointments as needed.

SUPERVISORY RELATIONSHIP:

Reports to the Permit Center Supervisor. Work is performed under general supervision according to established, well-defined policies, procedures, guidelines, and laws.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Greets and assists the public, City staff and other agencies by phone and in person. Identifies and contacts appropriate staff person for walk-in customers. Receives incoming calls on a multi-line telephone console and routes calls to appropriate individuals or departments.

2. Prepares records for microfilming and permanent vault storage; including file preparation, scanning and attaching documents to the permit tracking system and preparing files for local and/or State archives. Verifies completeness and quality of filmed records.

3. Types correspondence, reports, contracts, memoranda, and schedules by using office machines as required such as a computer workstation, calculator, photocopier, and other standard office equipment. Stocks kiosks and drawers in Permit Center with Building Services related public handouts, labels and applications.

4. Initiates cases in the permit tracking system. Issues permits to the public. Utilizes a variety of computer programs, including a permit tracking system, word processing, spreadsheet and database applications.

5. Assists the public with microfiche, archived records, public disclosure requests and scheduling inspections. Creates files for new applications and plans.

6. Responsible for ordering business supplies as needed by Department as approved by Permit Center Supervisor.

7. Receives, receipts and records fees received for permits. Performs routine posting of records and balances cash daily. May prepare invoices or process incoming billings.

8. Sorts, opens and distributes mail to appropriate individuals.

9. Performs cashiering duties as assigned; receives payment and issues receipts.

ADDITIONAL WORK PERFORMED:

1. Performs other related duties within the scope of this classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge:

- General knowledge of modern office practices, procedures and equipment including personal computers and related software such as word processing, spreadsheet and database programs.
- Knowledge of computerized and manual recordkeeping systems and the ability to maintain them.
- Knowledge of business English, spelling, punctuation, and mathematics.
- Working knowledge of City departments and their functions.
- Skills:
- Excellent interpersonal and communication skills to effectively communicate with other employees and the general public using tact, courtesy, and good judgment.
- Strong data entry skills which include the ability to efficiently operate data entry software and related programs.
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- Ability to:
- Ability to multi-task with a high degree of accuracy and attention to detail to meet deadlines in an atmosphere of frequent interruptions.
- Ability to prioritize work assignments and work independently.
- Willingness and ability to maintain the confidentiality of sensitive written materials and communications.
- Ability to maintain composure and demonstrate tact, patience and courtesy at all times.
- Ability to understand and execute verbal and written instructions, policies and procedures.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physically perform the essential functions of the job, including:
    - Frequently operate a computer and read a computer screen or typewritten page;
    - Frequently communicate verbally;
    - Move between work sites;
    - Occasionally transport objects up to twenty-five (25) pounds.

WORKING ENVIRONMENT:

Work is performed in a low risk office environment subject to frequent interruptions and requires sitting, standing, and using a computer workstation for extended periods of time.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Minimum of one year general office clerical experience required Experience working directly with the public required.
- Experience utilizing word processing software required.
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- Ability to type at 40 wpm net required.
- 10-key by touch required
- Experience utilizing computerized recordkeeping systems preferred.

- Or any combination of relevant experience and training which demonstrates the knowledge, skills and abilities to perform the essential functions of the job will be considered.

PREPARED BY: S. Taysi
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REVIEWED BY: _____
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