 <p style="text-align: center;"><b>CITY OF MILES CITY</b> <b>Position Description</b></p>	Last Revised:	June 21, 2016
	Effective:	June 21, 2016
<b>ADMINISTRATIVE ASSISTANT/BUILDING PERMIT TECHNICIAN</b>		

**DEPARTMENT:** Public Works/Utilities

**ACCOUNTABLE TO:** Public Works & Utilities Directors

**SUMMARY OF WORK:** This position is responsible for providing administrative and clerical support services in the Public Works/Utilities Department. This is a full time, permanent position.

**JOB CHARACTERISTICS:** This position provides departmental staff assistance and support services to the Public Works/Utilities Director(s), the Building Official and Streets/Utilities/City Shop/Parks Foreman(s). Maintain excellent public relations through communication with the public and other departments and agencies. Services include greeting and assisting the public on a daily basis. Work is performed under the direction of the Director(s) and requires considerable initiative and independent judgment.

**AREAS OF JOB ACCOUNTABILITY AND PERFORMANCE:**

The duties of the Administrative Assistant pertain to and shall include, but not be limited to the following:

- Greet and help walk-in customers or route to the proper person. Answer calls and route to proper person.
- Taking, referring, and handling incoming messages from telephone, fax and radio transmission.
- Respond courteously to inquiries; provide information within scope of responsibility.
- Set up, manage and maintain accurate records, both manual and electronic files.
- Communicate effectively with supervisors and co-workers by telephone, in written form, e-mail, or in person.
- Perform various tasks and duties for Boards and Commission (postings, agendas, Legal notices, recordings, minutes, etc.).
- Perform day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Compiling, coding, categorizing, calculating, tabulating and verifying information.
- Prepare and monitor the process of purchase orders, verify incoming invoices with purchase orders and obtain approval signatures.



**CITY OF MILES CITY**  
**Position Description**

Last Revised:	June 21, 2016
Effective:	June 21, 2016

**ADMINISTRATIVE ASSISTANT/BUILDING PERMIT TECHNICIAN**

- Track and maintain credit card receipts and accounting.
- Work with the public to process various applications.
- Open, read, route and distribute incoming mail or other materials.
- Prepare timesheets and charge out each employee’s time to the proper category.
- Prepare and maintain bi-monthly, quarterly and annual time recap reports.
- Under the direction of the Director(s) schedule regular and non-routine work.
- Develop specific goals and plans to prioritize, organize and accomplish your work, to ensure deadlines are met.
- Order supplies for office and City Hall (as needed).
- Handle emergencies promptly and effectively-dispatch crews in a timely manner.
- Prepare billing for reimbursable services.
- Maintain City wide fuel card system (reporting and billing).
- Complete Special Event Permits and Park User Permits.
- Must be familiar with Zoning regulations, Building code regulations and other related City ordinances.
- Use computers for various applications, such as word processing.
- Operate office equipment such as fax machines, copiers, or phone systems and arrange for repairs when equipment malfunctions.
- Complete forms in accordance with City’s procedures (Building Permits, Zoning, Board of Appeals, Home Occupation).
- Make copies of correspondence or other printed material.
- Operate electronic mail systems and coordinate the flow of information, internally or with other organizations.
- Compose, type and distribute meeting notes, route correspondence, or monthly reports.
- Implement a new Building Permit application and reporting system.
- Other duties as assigned by the immediate supervisor.

Building Permit Department:

- Assist with permit applicants and others by phone and in person.
- Answer questions related to land use, zoning ordinances and applicable local and state laws.
- Interprets and explains policies and regulations accurately and tactfully to the public assisting with the completion of building permit applications.
- Processes and reviews building permit applications, documents and plan



**CITY OF MILES CITY**  
**Position Description**

Last Revised:	June 21, 2016
Effective:	June 21, 2016

**ADMINISTRATIVE ASSISTANT/BUILDING PERMIT TECHNICIAN**

submittals to assure accuracy and compliance with pertinent laws and established criteria.

- Calculates and processes permit fee and provides fee estimates as requested.
- Records and balances permit-related monetary transactions.
- Provides information to the public relating to the statues of projects and permits.
- Prepare and process monthly reports and submit to appropriate contractors, businesses, citizens, departments and Census Bureau.
- Prepare annual recaps and reports for the State.
- Prepare applications for mailing once approved.
- Compose correspondence as directed by the Building Official.
- Prepare and complete Certificates of Occupancies.
- Consult with Building Official and Flood Plain Administrator for building and flood plain code verification.
- Other duties as assigned by immediate supervisor.


Board of Appeals: Assist applicant with the application; contact members for availability on meeting date and time; compose legal and proper notices; prepare Board of Appeals agenda and mail; prepare signs for posting; attend, record and transcribe meeting minutes and distribute; maintain and file all appeals accordingly; prepare annual recap.

Zoning Commission: Contact members for availability of meeting date and time. Prepare agendas, attend, record, transcribe and distribute meeting minutes, maintain records of the Commission’s action. When needed, compose legal notices and postings accordingly.

Home Occupation Applications: Compile legal property owners’ name and addresses for the permit to be presented before the City Council; maintain records of such permits.

Excavation Permits: Assist applicant in completing the permit and prepare paperwork for billing customers as needed.

Planning Board: Work in conjunction with the Planner and coordinate with board chairperson for meeting agenda items. Contact members for availability of meeting date and time; complete agendas and mailing, attend meetings, record and transcribe minutes and compose legal notices and postings accordingly. Maintain records and minutes of the Boards action.

 <p style="text-align: center;"><b>CITY OF MILES CITY</b> <b>Position Description</b></p>	Last Revised:	June 21, 2016
	Effective:	June 21, 2016
<b>ADMINISTRATIVE ASSISTANT/BUILDING PERMIT TECHNICIAN</b>		

**JOB REQUIREMENTS:**

**Knowledge:** This position requires knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, forms, and other office procedures and terminology. Requires knowledge of the structure and content of the English language; including the meaning and spelling of words, composition and grammar. Knowledge of electronic equipment, including computer hardware and software, applications and programming. Requires familiarity with land descriptions, legal descriptions, zoning ordinances, building codes and correspondence documents. Knowledge of procedures and techniques of permit processing.

**Skills/Abilities:** This position requires skills in telephone etiquette, typing, use of the computer, 10-key pad, and other various office equipment and machines, use of various software programs for word processing, database and spreadsheets. This position required the ability to type 35 wpm with accuracy in a setting with many interruptions; transcribe from a digital voice recorder; hand written draft or verbal instructions; communicate effectively orally and in writing; follow verbal and written instructions; greet the public in a courteous and professional manner; read ordinary print and type; provide information and assistance to the public; work with attention to detail and accuracy; maintain accurate records and minutes from the boards and commissions; have a broad knowledge of general office skills; must be able to do basic accounting and mathematical computations with a high degree of accuracy. The ability to arrange required tasks, in order, and recognize when correction is required. Learn permit processing and procedures to ensure compliance with city ordinances and laws. Interpret and explain policies and regulations accurately and tactfully to the public. Respond to public relating to status of projects and permits. Perform mathematic calculations. Foster an environment that embraces diversity, integrity, trust and respect. Prioritize work and coordinate several activities simultaneously despite interruptions. Establish an effective working relationship with fellow employees, supervisor(s) and the public; requires tact in dealing with difficult people and adhere to standards of confidentiality.

**Physical Requirements:** Repetitive movement of hands and fingers – typing and/or writing. Occasional standing, walking, stooping, kneeling or crouching. Reach with hands and arms. Talk and hear.

**EDUCATION AND EXPERIENCE**

The above knowledge, skills and abilities are typically acquired through a combination of education and experience, or equivalent to:



**CITY OF MILES CITY**  
**Position Description**

Last Revised:	June 21, 2016
Effective:	June 21, 2016

**ADMINISTRATIVE ASSISTANT/BUILDING PERMIT TECHNICIAN**

*Required Education*

- High school diploma or GED

*Preferred Experience*

- Previous work-related skill, knowledge or experience of 1 year
- Demonstrated proficiency in applicable software programs
- Ability to type 35 wpm with zero errors on a five minute typing test

**PERFORMANCE STANDARDS:** Evaluation of this position will be based primarily upon performance of the preceding requirements and duties. Examples of job performance criteria include, but are not limited to the following:

- Performs assigned duties.
- Observes work Hours.
- Demonstrates Punctuality.
- Deals tactfully with the public.
- Establishes and maintains effective working relationships with fellow employees, supervisors, City departments and the public.
- Proofread documents, records, or other files to endure accuracy.
- Answer telephones to direct calls or provide information.
- Operate communications equipment or systems.
- Greet customers or visitors.
- Order materials and supplies.
- Search files or reference materials to obtain needed information.
- Operate office equipment.
- Operate computers or computerized equipment.
- Maintain current knowledge related to work activities.
- Send information, materials or documentation.
- Record information from meetings or other formal proceedings.
- Refer customers to appropriate personnel.
- Distribute incoming mail.
- Demonstrates the ability to learn state laws and local ordinances.
- Maintain accurate and timely records, reports and minutes.
- Demonstrate computer skills and knowledge.
- Demonstrate knowledge of land and legal descriptions.



**CITY OF MILES CITY**  
**Position Description**

Last Revised:	June 21, 2016
Effective:	June 21, 2016

**ADMINISTRATIVE ASSISTANT/BUILDING PERMIT TECHNICIAN**

- Ability to handle multiple interruptions and adjust priorities throughout the day.
- Ability to communicate effectively with diverse and sometimes irate individuals.
- Ability to remain calm and work efficiently to situations ranging from routine to emergency.
- Ability to organize, meet deadlines and deal with multiple responsibilities.
- Adhere to standards of confidentiality.

**Approved by Human Resource Committee:**

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

**Reviewed by:**

Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_

**Received & Reviewed by:**

Employee: \_\_\_\_\_

Date: \_\_\_\_\_