

**JOB DESCRIPTION
CITY OF OAKWOOD, GEORGIA**

JOB TITLE **Permits Clerk/Receptionist**

DEPARTMENT: **Planning and Development**

SUPERVISOR: **Community Development Director**

JOB SUMMARY:

Responsible for all office management related duties for the Department of Planning and Development to include coordination of various development applications, annexations, rezonings and variances. Work involves skilled clerical and technical responsibilities for administering the issuance of development and building permits. Work includes reviewing applications for licenses and permits, logging information into computer, collecting and recording fees, scheduling inspections, preparing certificates of occupancy, maintaining records, and providing information and assistance to the public regarding department activities. Prepares agendas; records minutes of meetings. Work is performed under general supervision of the Director of Planning and Development.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Oversees daily operational processes of the front office of the Department of Planning and Development.
- Assists with development permits, variances, annexation and rezoning application reviews; zoning and municipal codes information.
- Provides information and assistance to the public in permit application process; accepts, verifies, and logs applications; enters information into computer; distributes applications for staff review; prepares and issues permits upon application approval.
- Receives and records requests for inspections; assists as needed with verifying completion of applications and required inspections, entering information into computer, and issuing inspection tickets and recordings results.
- Assists as needed with accepting requests for certificates of occupancy; verifying required inspections have been approved; assuring projects are ready for occupancy and all necessary work is complete; providing certificates for approval; and contacting utility companies with authorization to release meters.
- Assists builders, contractors, and citizens with general ordinance and code questions and questions regarding the zoning permit process.

- Handles telephone calls and responds to routine informational requests based on established policies and procedures.
- Verifies contractors and builders possess a current state business license and an approved location address; distributes plats to appropriate organizations.
- Prepares monthly status reports on department revenues and permitting activities.
- Schedules rezoning and annexation requests; reviews and distributes requests to the staff.
- Provides administrative support to the planning commission and zoning board of appeals; prepares, types and distributes agenda and all required information to board members; attends meetings and records minutes; ensures that signs are posted on property for public notices of variances and administrative appeals, and that required legal notices of variances and administrative appeals are prepared and distributed to the media.

OTHER DUTIES:

- Files and retrieves materials and data from manual filing systems and computerized databases.
- Attends planning commission, zoning board of appeals, and other meetings to document minutes.
- Serves as receptionist for City Hall administration.
- Coordinates and performs website and social media updates.
- Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of Business English, spelling and mathematics.
- Knowledge of modern office practices and procedures including filing systems, records management, and bookkeeping.
- Knowledge of or ability to learn the departments rules, regulations, policies, and procedures.
- Knowledge or ability to learn and interpret applicable codes and ordinances, geographical layout, zoning classification and definitions.
- Skill in operation of listed tools and equipment.
- Ability to prepare routine correspondence and clear and concise reports.
- Ability to understand and follow complex oral and written instructions.
- Ability to read maps and plats.
- Ability to process information, applications and forms requiring accuracy, thoroughness and attention to detail.
- Ability to meet and deal tactfully and courteously with property owners, citizens, developers, builders, City officials and the general public.
- Ability to work independently under general supervision.

SUPERVISORY CONTROLS:

The Community Development Director assign work in terms of departmental goals and objectives. The work is reviewed through conference, reports, and observation of department operations.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY:

None.

GUIDELINES:

Guidelines include city ordinances; zoning resolutions, codes and regulations, and federal and state regulations. These guidelines require judgment, selection, and interpretation in applications.

COMPLEXITY:

The work consists of varied administrative duties in the interpretation and application of development-related regulations. The number and diversity of regulations, the variety of situations encountered, and the time constraints contribute to the complexity of the work.

SCOPE AND EFFECT:

The purpose of this position is to assist with the planning and development activities for the city. Successful performance helps ensure the quality and of development projects and sets trends for future growth.

PERSONAL CONTACTS:

Contacts are typically with the City Manager, Assistant City Manager, Community Development Director, co-workers, contractors and subcontractors, real estate personnel, property owners, developers, local elected officials, architects, engineers, and the general public.

PURPOSE OF CONTACTS:

Contacts are typically to give and exchange information, resolve problems, provide services, and justify, defend, negotiate or settle matters.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee sits in an office. The noise level in the work environment is usually moderately quiet.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS:

Must be physically able to operate a variety of office equipment, such as a typewriter, computer, printer, facsimile machine, copy machine, telephone, transcriber, etc. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to twenty pounds of

force occasionally, and/or up to ten pounds frequently. Physical demand requirements are at levels of those for sedentary work.

DATA CONCEPTION:

Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION:

Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving assignments and/or directions to co-workers or assistants.

LANGUAGE ABILITY:

Requires the ability to read a variety of informational documentation, directions, instructions and methods and procedures. Requires the ability to write reports and essays with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and well-modulated voice.

INTELLIGENCE:

Requires the ability to learn and understand basic principles and techniques; to make independent judgments in absences of supervision; to acquire knowledge of topics related to primary occupation.

VERBAL APTITUDE:

Requires the ability to record and deliver information, to explain procedures, to follow verbal and written instructions.

NUMERICAL APTITUDE:

Requires the ability to utilize mathematical formulas, add and subtract totals, multiply and divide; determine percentages; determine time and weight.

FORM/SPATIAL APTITUDE:

Requires the ability to inspect items for proper length, width, and shape, visually with office equipment and recording devices.

MOTOR COORDINATION:

Requires the ability to coordinate hands and eyes in using automated office equipment.

MANUAL DEXTERITY:

Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand in twisting or turning motion while coordinating other hand with different activities. Must have minimal levels of eye/hand/foot coordination.

COLOR DISCRIMINATION:

Requires the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT:

Requires the ability to deal with people beyond giving and receiving instructions. The worker needs to relate to people in situations involving more than giving or receiving instructions such as in interpreting assignments and instructions. Must be adaptable to performing under moderate stress when confronted with an emergency.

PHYSICAL COMMUNICATION:

Requires the ability to talk and/or hear: (Talking – expressing or exchanging ideas by means of spoken words). (Hearing – perceiving nature of sounds by ear).

MINIMUM QUALIFICATIONS

- High school diploma or equivalent, supplemented with college course work in office technology, business management or related field.
- Two years of experience in customer service or office work, with some management experience.
- Any equivalent combination of education and experience is acceptable.

Salary Range: Pay Grade 10 / Pay Step is DOQ