



Applicant Advocate

EEO Class Code: Administrative Support Workers

Union Status: NB

FLSA Code: Exempt

The Town of Pembroke Park Job Description

Department: Executive Administration

Supervises: None

Position Reports To: Town Manager

Sworn: No

Job Specifications

NATURE OF WORK

The position is to assist individuals and business with the permit application process while ensuring compliance with relevant codes and regulations and resolving any issues that are encountered. The Applicant Advocate is to provide guidance, support, and advocacy to ensure a smooth and efficient application process for permits related to building, construction, and any other development activities.

ESSENTIAL FUNCTIONS

Tasks required of those in the position of Applicant Advocate include but are not limited to:

- Follow up and explain permit requirements, procedures, and timelines to applicants.
- Assist with the application process by helping them complete error-free applications while gathering necessary documentation which ensures accuracy.
- Review all applications for errors, completion, and compliance.
- Advise applicants on how to amend any errors on applications.
- Advocates for the applicants' interests during the permit review process, resolving issues and seeking clarification from the appropriate department.
- Provide updates to applicants about current applications.
- Addresses applicant concerns and seek resolutions to any challenges.
- Understand and apply relevant codes and regulations where necessary.
- Ensure the projects meet all building codes, zoning regulations, and any other requirements
- Maintain records and documentation by keeping track of all application details, communications, and resolutions.
- Collaborate with other departments, building inspectors, plan reviewers, code enforcement officers, and any other agency to ensure smooth permit processing.

- Provide excellent customer service by maintaining a positive and helpful attitude and providing clear, accurate information to all applicants.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to demonstrate positivity and optimism as a representative of the Town.
- Skilled in active listening and effectively carrying out instructions.
- Skilled in effective communication and building a positive communication culture.
- Ability to analyze, solve problems, render advice and assistance on contractual matters.
- Skilled in Microsoft Office Suite (Word, Outlook, Excel, PowerPoint).
- Skilled in providing excellent customer service.
- Ability to adhere to policies and procedures.
- Ability to multi-task while working with tight deadlines and competing priorities.
- Outstanding skills and abilities in verbal and written communications; ability to adapt a style to fit audiences of varying technical levels, and at various levels within an organization, in groups and individual settings.
- Demonstrated ability to establish collaborative partnerships and effective working relationships with a variety of internal and external customers and diverse stakeholders.

MINIMUM REQUIREMENTS

- High School diploma or valid equivalent.
- Five (5) years of experience in administrative work and customer service.
- Any equivalent combination of experience and education may be considered.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

The physical demands described here are representative of those that must be met by a teammate to successfully perform the essential duties and functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to stand, sit, see, speak, hear, and use hands and fingers to operate a computer, telephone, or other electronic device.
- Occasional light to moderate lifting of office products and supplies may be required.

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

- Moderate noise (business offices with computers, telephones, printers, fax machines, photocopiers, filing cabinets, and light traffic).
- Ability to work within a confined area.
- Ability to work at a computer station for an extended period.

- May be requested to work nights and weekends for special town events, Commission meetings/workshops, emergencies, and other Town-related activities.