



# The Town of Pembroke Park Job Description

## Administrative Associate - Building

EEO Class Code: Office/Clerical

Union Status: Unclassified

FLSA Code: Non-Exempt

**Department:** Building

**Supervises:** None

**Position Reports To:** Building and Facilities Manager

**Sworn:** No

### Job Specifications

#### NATURE OF WORK

This position is responsible for assisting all visitors from the public, including those conducting business with the Town and fielding all incoming calls. The Administrative Associate also is attached to the Front Desk of Building Department – In this department the Associate will perform tasks including answering calls about building services, permits, and planning, and complete administrative support to building department tasks, and interacting with the public.

#### ESSENTIAL DUTIES

Duties required of those in the position of Administrative Associate include but are not limited to:

- Answers multi-line telephone and direct calls to appropriate departments and take accurate/detailed messages.
- Greets the public; provides information and assistance regarding schedules, Town events, registration, program descriptions and other general information over the phone and in person.
- Manages document intake, including, but not limited to applications, plans, and corrections.
- Scans and logs collected documents for review.
- Receives inspection requests from contractor and owners and schedule accordingly. Follow up on scheduled requests to ensure requests are completed and closed out.
- Organizes and maintains physical and electronic documents in building systems.
- Inputs and updates contractor registrations into building department systems.
- Runs monthly reports and identify any items that are pending or overdue for action.
- Monitors the Town Hall, parks, and facilities surveillance system and ensure safety procedures are adhered to.
- Responds to citizen calls, emails, and correspondence in a timely manner.

- Responsible for the front lobby area, including presentation and monitoring for visitors.
- Obtains and distributes mail or packages and keeps record of distribution.
- Performs other related duties as assigned.
- Attends Town events, activities and emergencies as needed.

## **KNOWLEDGE, ABILITIES AND SKILLS**

- Ability to maintain and organize files.
- Skilled in interacting courteously with staff and the public, on the telephone or in person, including handling difficult or irate people.
- Ability to perform fundamental calculations.
- Ability to provide excellent internal and external customer service.
- Ability to operate a computer, telephone system, fax machine and other related office equipment.
- Knowledge of Microsoft Suite, including Outlook, PowerPoint, Word, and Excel.
- Ability to analyze issues and problem solve.
- Skilled in providing appropriate telephone etiquette.
- Knowledge of how to formulate correspondence, with correct usage of English and grammar.
- Ability to type forty (40) correct words per minute (wpm).
- Ability to establish and maintain effective working relationships with supervisors, other employees, and Town officials.
- Ability to communicate effectively and persuasively, both verbally and in writing to individuals as well as groups.
- Ability to deal with competing priorities and varied responsibilities.
- Ability to work efficiently and effectively to develop win-win solutions.
- Ability to systematically organize and track information in detail.
- Ability to demonstrate understanding, consideration, and respect for the public.

## **MINIMUM REQUIREMENTS**

- High School diploma or valid equivalent.
- Three (3) years of office/administrative/clerical experience.
- An equivalent combination of education and experience may be considered.

## **PREFERRED**

## **QUALIFICATION**

- Associate's degree.
- Previous experience in public sector/building department.

## **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 accommodations 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 accommodation may be made to enable individuals with disabilities to perform essential functions.

- Moderate noise (business office with computers, telephones, printers, fax machines, photocopiers, filing cabinets, and light traffic)
- Work within a confined area
- Ability to work in a computer station for an extended period.
- May be requested to work overtime and weekends for special Town events, projects, and emergencies.