



## Municipal Services Technician

### SUMMARY

Under general supervision, provides a wide variety of technical office administrative and secretarial support duties involved in the enforcement and communication of code enforcement activities; performs related work as required.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director of Municipal Services. No supervision of staff is exercised.

**ESSENTIAL FUNCTIONS** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Essential duties and responsibilities **may** include, but are not limited to, the following:*

- Handles front counter traffic, including answering general questions, handling complaints, issuing permits, collecting fees, and providing information to public.
- Performs a wide variety of general clerical duties to support departmental operations, including filing, preparing notices, case progress reports, and monthly and year-end reports, and ordering and maintaining office and other related supplies.
- Screens calls, visitors, and mail; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from public; directs callers to appropriate Town staff.
- Dispatches calls to Code Enforcement Officers via a two-way radio.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Performs project research, analysis, and report preparation related to the activities of the department; may prepare technical reports and perform other technical work related to the department.
- Organizes, coordinates, maintains, and updates departmental record systems; enters and updates information with departmental activity, inventory files, photos and report summaries; purges files as required.
- Gathers, assembles, updates, and distributes a variety of department specific information, forms, records, and data as requested.
- Receives cash for citation fees and reconciles cash drawer; issues receipts and refunds as necessary.
- Schedules administrative hearings; provides due process notices of hearings to all parties involved; prepares documentation of violations for hearings.

- Assists with special programs and events as assigned, including coordinating advertising, compiling project or event data, entering information into appropriate databases, printing inspection schedules, mailing out inspection packets and notices, collecting and processing payments, receiving complaints, notifying assigned officers, monitoring case status and scheduling follow-up inspections.
- Performs other duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This is a journey-level class in the Municipal Services Department that performs technical, clerical, and administrative support activities. Responsibilities include overseeing and administering the department's process for documentation, forms, reports, records, applications, notices, and other critical paperwork; ensuring the conformance of paperwork with department policies and procedures; conducting project research, analysis, and report preparation; and cash handling. Incumbents are required to exercise a large degree of initiative, discretion, and independent judgment in following policies and procedures. This class is distinguished from other administrative and secretarial classes in that it requires specialized technical knowledge and skills pertaining to the Town's code enforcement and other enterprise functions, in addition to standard office support duties.

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience Guidelines**

*An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12th) grade supplemented by college coursework in business, public administration, administration of justice, or related field; four (4) years of varied clerical support experience preferably involving some public contact.

### **LICENSE AND CERTIFICATION REQUIREMENTS**

None

#### **Knowledge of:**

- Principles, practices, methods, and techniques of code violation investigation and compliance.
- Applicable codes, regulations, policies, technical processes, and procedures related to the department assigned.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Business arithmetic and basic statistical techniques.
- Basic principles of record keeping and cash handling.
- Computer applications including word processing, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and Town staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and Town staff, in person and over the telephone.

**Ability to:**

- Perform responsible technical, administrative, and secretarial support work with accuracy, speed, and minimal supervision.
- Provide varied, confidential, and responsible secretarial and office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Interpret and apply administrative and departmental policies and procedures.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests or interruptions.
- Compose correspondence and reports from brief instructions.
- Organize, maintain, and update office database and records systems.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- File materials alphabetically, chronologically, and numerically.
- Organize work, coordinate projects, set priorities, meet critical time deadlines, and follow-up on assignments with a minimum of direction.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of work.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

*\*FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.*