

BANNOCK COUNTY **CLASS SPECIFICATION**

OFFICE COORDINATOR

Department: Planning and Development
FLSA Designation: Non-Exempt

Pay Grade: 9
Effective Date: 2/08, 8/09

Purpose of Class

Performs complex secretarial and administrative support duties for the Office of Planning and Development Services a combined office housing the County Engineer, County Planner and Building Official and support staff.

Primary Function

This is an advanced level secretarial and administrative support position requiring previous secretarial experience for management level personnel. An Office Administrator differs from a secretary/reception position in its complexity and diversity of administrative and technical duties requiring a high degree of efficiency, judgment, advanced training and/or education. An employee in this class provides specialized department/division information to customers and prepares a variety of correspondence, documents and reports for department staff. An Office Administrator may supervise or oversee the work of others or provide general direction on work tasks and responsibilities. The County Engineer supervises this position, with considerable coordination and direction from the County Planner and Building Official. The principal duties of this class are performed in a general office environment.

Essential Duties and Responsibilities (will vary by assignment)

- Schedules, attends, and takes minutes at public hearings and meetings of the Planning and Zoning Council and related groups;
- Performs general office management, purchasing, scheduling, and other administrative tasks; supervises Department bookkeeping, records management and accounting functions including, but not limited to, permit fee collection and processing, revenue, billings, inventory, and general accounts; maintains and updates manuals, application forms, financial records, budgets, contracts, accounts; establishes and prepares spreadsheets, tables, brochures and other documents; assists in preparation and implementation of annual budget; composes and prepares correspondence, documents and reports; proofreads and edits documents for correct content and spelling, grammar, format and clarity;
- Provides secretarial and support services to staff members, including but not limited to, taking messages, setting appointments, making travel arrangements, providing information, preparing and tracking mailings and legal notifications, and inputting data into central computer system;
- Reviews and comments on completeness of applications and assists in tracking public hearings, agency reviews, comments received; and application follow-up.

- Responses to property inquiries, provide technical information related to property location, topography, floodplain and other building requirements; and Assists County Engineer with duties associated with Floodplain Administrator;
- Explains Department procedures/policies/programs to customers and resolves customer concerns; trains staff in Department policies/procedures and clerical functions;
- Relates and interprets applicable laws, ordinances, codes and policies and assists with (Zoning and Building) Code enforcement, including correspondence and informing public about compliance issues.
- Coordinates timely and accurate issuance of permits; Monitors and analyzes application and permit tracking;
- Performs all work duties and activities in accordance with County policies, procedures and safety practices.

Other Duties and Responsibilities

- Performs the duties of other clerical and administrative support staff;
- Performs other related duties as required.

Competency Requirements

Knowledge of:

- Department operations, policies, and procedures;
- County, state, and other applicable codes, ordinances, and statutes governing building, planning, and zoning;
- Operation of a personal computer and job-related software applications;
- Customer service procedures, techniques, and objectives;
- English grammar, spelling, punctuation, and composition;
- Current office practices and procedures;
- Bookkeeping and accounting practices and procedures;
- Record keeping and filing practices and procedures;
- Supervisory, evaluation, and employee training procedures.

Ability to:

- Explain Department functions to provide general information and detailed Department processes and procedures;
- Analyze issues, independently make decisions and exercise good judgment in administrative management tasks;
- Plan, organize and supervise the work of self and others;
- Maintain complex records efficiently and accurately and to prepare clear and concise reports;
- Maintain confidentiality of information processed or prepared;
- Perform and supervise office management functions;
- Conduct research and analysis of projects and development proposals;
- Follow oral and written instructions;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;

- Perform duties accurately and efficiently under time sensitive deadlines;
- Maintain effective working relationships with other County employees, supervisory personnel, state and local elected and appointed officials , regulatory agencies and the public;
- Operate standard office equipment, including a personal computer using program applications appropriate to assigned duties;
- Evaluate and analyze customer needs to provide exceptional customer service;
- Communicate effectively both orally and in writing;
- Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Research and interpret map, drawings and other building, planning and zoning documents.

Acceptable Experience and Training

- High school diploma or GED equivalency and at least one class/ course work/training/certification in business office administration or management is required,
- Five (5) years general clerical and two (2) years administrative experience, preferably in a planning, zoning, building, engineering or professional office environment is required;
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Special Qualifications

- Notary Public certification may be required;
- Idaho drivers license may be required.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively on the telephone and in person;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, review and process documents, and organize documents and materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a personal computer and standard office equipment;
- Sufficient personal mobility, agility, strength, and physical reflexes, with or without reasonable accommodation, which permits the employee to work at a keyboard for an extended period of time and work in an office environment.