

BANNOCK COUNTY **CLASS SPECIFICATION**

SECRETARY/RECEPTIONIST--PLANNING

Department: Planning and Development
FLSA Designation: Non-Exempt

Pay Grade: 3
Effective Date: 10/04, 8/09

Purpose of Class

Provides customer service and performs clerical and administrative duties to process documents, applications, and other materials; performs related work as required.

Primary Function

This is a secretary/reception position with the principal function to provide effective customer service, provide general clerical support and records maintenance, and answer phones in the Planning and Development Services Department. This employee must possess clerical and customer service skills; he/she acquires knowledge of department functions through on-the-job experience and becomes a department-related specialist with a good working knowledge of department policies and procedures. The work is performed under the supervision of the Office Coordinator. The principal duties of this class are performed in a general office environment.

Essential Duties and Responsibilities (will vary by assignment)

- Answers incoming phone calls and greets walk-in customers, provides information about Department policies and procedures and referrals to other departments or staff as needed;
- Accepts and processes building permit applications;
- Inputs data into central computer system, and processes documents or information in prescribed manner;
- Maintains department computer data base;
- Assists customers with department questions and processes;
- Explains department procedures/policies/programs to customers and resolves customer concerns;
- Relates and interprets applicable laws, ordinances, codes and policies;
- Issues permits and accepts fees;
- Maintains daily log on building permits;
- Prepares reports on building activity and other department projects;
- Ensures documents are complete with proper signatures, stamps or other written information;
- Processes and receives payments, balances cash, reviews billings, records account information and tracks changes;
- Composes routine correspondence;
- Determines customers' needs through interviewing and communication exchange;

- Prepares, distributes and maintains a variety of documents, correspondence, information packets, log sheets, applications, records, reports, and related documents;
- Files documents into appropriate folders; reorganizes and updates file folders as needed;
- Provides data entry services, faxing, typing, and filing in support of department functions;
- Performs all work duties and activities in accordance with County policies, procedures and safety practices.

Other Duties and Responsibilities

- Performs other related duties as required.

Competency Requirements

Knowledge of:

- Operation of a personal computer and job-related software applications;
- Customer service procedures, techniques, and objectives;
- English grammar, spelling, composition, and punctuation;
- Current office practices and procedures;
- Bookkeeping and accounting practices and procedures;
- Record keeping and filing practices and procedures.

Ability to:

- Evaluate and analyze customer needs to provide exceptional customer service;
- Learn department functions thoroughly to provide general information and explain detailed department processes and procedures;
- Learn and explain development, building permit, and related regulatory compliance issues related to the department's function;
- Maintain records efficiently and accurately and to prepare clear and concise reports;
- Research information and data and prepare reports;
- Research and prepare maps, plats, and related legal and property description documents;
- 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;
- Respond courteously to customer inquiries, which are sometimes controversial or adversarial;
- Work well under pressure;
- Operate a variety of standard office equipment, including a personal computer using program applications appropriate to assigned duties;
- Establish and maintain effective working relationships with other County employees, supervisory personnel, state and local elected and appointed officials, and the public;
- Follow oral and written instructions;
- Communicate effectively both orally and in writing;
- Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions.

Acceptable Experience and Training

- High school diploma or GED equivalency is required; preferably supplemented with course work in office applications; and
- One (1) year general clerical experience is preferred, preferably in a customer service position; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Special Qualifications

- 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, prepare, 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 sit and work at a keyboard for an extended period of time and work in an office environment.