TOWN OF WENHAM
Position Description

Position Title: **Permitting Office Coordinator**

Reports To: Town Administrator

Date: Last Amended – September, 2014

1. GENERAL SUMMARY

Performs all administrative and clerical tasks related to the Board of Health, Electrical Inspections, Plumbing and Gas Inspection, Building, Weights and Measures Departments, and the Zoning Board of Appeals and Planning Board. This position shall also manage and maintain all related software packages and data-bases (GEOTMS), maintain the routing and distribution of information needed to facilitate the permit review process, and remain cross-trained as necessary to assist the Assessing Department and Highway Department as needed.

2. ESSENTIAI JOB FUNCTIONS

- Maintain the GEOTMS data-base and the role it plays in the permit review process. This involves data-entry, scanning, process monitoring and facilitation, and providing coordination between various town departments, boards, and the administration.
- Typing notices, correspondence, order letters; copying correspondence, records, hand-outs and other information.
- Preparing mailing of correspondence, including certified mail.
- Processing monies received for permits and stickers, maintaining records on such receivables.
- Logging all complaints and requests for information.
- Scheduling inspections when required.
- Responding to telephone and counter inquiries and providing information and assistance as best possible.
- Processing all bills for payment for Board of Health, Electric, Plumbing & Gas, and Weights and Measures.
- Reviewing all permit applications for accuracy and completeness, and for compliance with tax payments.
- Maintaining all permitting office files and data bases, establishing new files, filing documents on a timely basis, copying documents and placement of all new information in both hard files and data-bases.
- Will be required to issue permits as directed by Health Agent, Building Inspector.

3. OTHER DUTIES AND RESPONSIBILITIES

- Provides administrative assistance to Town Administrator as needed
- Assists the Town Planner/Conservation Commission Agent with the coordination of the meeting schedules, minutes & follow through for the Zoning Board of Appeals and Planning Board.
- Assists in the development & maintenance of a permitting office data-base. In this capacity, the individual must work to:
  - Organize and code all existing files and data
  - Incrementally input all historical data into system
  - Input data as generated. All input is to occur in a prescribed format and shall allow information to be available to town staff and the public at the earliest opportunity
  - Functions as a system coordinator for the Permitting Office. In this role, individual is responsible for assisting the Town Planner/Conservation Commission Agent with the Coordination of the schedules of all land use boards, land use departments, the associated information, the full application review process, and the pursuit of all t own goals and objectives through the integrated office process (e.g. GIS, GEOTMS, data routing, coordination of pursuit of delinquent taxes or compliance issues, etc.)

4. QUALIFICATIONS

To perform this job successfully the individual must be able to perform in a high paced multi-functioning office. The individual must possess excellent communication skills both verbal and written, and the ability to deal directly with the public in a courteous manner.

5. EDUCATION

The individual must be computer proficient in work, excel and data base type programs.

6. WORKING CONDITIONS AND PHYSICAL DEMANDS

- Normal office environments not subject to extremes in temperature, noise, etc.
- Regular interruptions to assist citizens and Town employees.
- May spend extended periods of time at the computer terminal, at desk, or operating other office equipment requiring eye-hand coordination and finger dexterity.
- Occasional lifting, standing, bending and carrying of files document and records.
- Work is typically performed under conditions where multiple competing deadlines and/or difficult personnel problems are present.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

***External and internal applicants, as well as position incumbents who become disabled, as defined under the Americans With Disabilities Act must be able to perform the essential job functions (as 1isted) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**