



Position Title: Admin Assistant-Permits
Position Status: Non-Exempt
Reports to: Building Services Manager

JOB DESCRIPTION

Position Overview

The Administrative Assistant for the Building Services Department provides clerical and technical support for building permits, inspections, and general department operations, serving as a primary point of contact for the public, contractors, and internal staff.

Essential Duties and Responsibilities

- Serve as the front-line contact for the Building Services counter: greet and assist walk-in customers, answer phones, and respond to email inquiries regarding permits, inspections, and general department information.
 - Provide routine information on building permit processes, contractor registration requirements, fees, inspection scheduling, and relevant codes and ordinances, referring complex inquiries to appropriate staff.
 - Receive, review for completeness, and route building permit applications and related documents; assist applicants with forms and required submittals.
 - Enter, update, and maintain permit, inspection, and code case information in the department's permit tracking and work order systems; run standard daily, weekly, and monthly reports as needed.
 - Schedule building inspections and re-inspections; coordinate with inspectors, third-party providers, and customers to ensure efficient routing and timely service.
 - Calculate and assess applicable permit and inspection fees according to adopted fee schedules; accept and receipt payments made in person, by phone, or electronically, and prepare daily deposit documentation.
 - Prepare, proofread, and distribute correspondence, notices, memos, agendas, and meeting minutes for boards or commissions related to building or development (e.g., Building and Standards Commission, Board of Adjustment, Planning and Zoning).
 - Maintain electronic and paper filing systems for permits, inspections, certificates of occupancy, contractor registrations in accordance with records retention requirements.
 - Assist in tracking and compiling monthly, quarterly, and annual activity reports, including permit volumes, fees collected, inspection activity, and code enforcement statistics.
 - Support preparation of budget information, purchase orders, and routine departmental invoices; monitor and maintain office supplies and forms inventory.
 - Provide basic website content updates and other communication support (public notices, forms, FAQs) for Building Services as directed.
 - Assist with grant-related documentation and reporting, special projects, and emergency or weather-related operations support as assigned (e.g., tracking damage assessments, coordinating service requests).
 - Follow and support municipal policies and procedures related to customer service, confidentiality, cash handling, and safety.
 - Perform other related duties as assigned to support overall departmental operations.
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Minimum Qualifications

- High school diploma or equivalent; additional coursework in office or public administration preferred.
- One to three years of administrative or customer service experience, preferably in a municipal, construction, or development setting.
- Proficiency with standard office software (word processing, spreadsheets, email, databases).
- Strong customer service, communication, organization, and basic math skills. Bi-lingual in Spanish is a plus.

Knowledge, Skills, and Abilities

- Knowledge of modern office practices, procedures, and equipment, including word processing, spreadsheets, databases, email, and document management systems.
- Familiarity with basic building permit processes, inspection workflows, and related terminology, or ability to quickly learn these areas.
- Skill in providing high-quality customer service, including handling difficult or upset customers with patience, professionalism, and tact.
- Strong organizational skills, with the ability to prioritize work, manage multiple tasks and deadlines, and maintain accurate records and files.
- Clear and concise verbal and written communication skills for interacting with the public, contractors, design professionals, and staff at all levels.
- Basic math and cash-handling skills for calculating fees, reconciling payments, and preparing deposits.
- Ability to interpret and follow written policies, procedures, and fee schedules, and to exercise sound judgment in referring questions to higher-level staff.
- Ability to work effectively both independently and as part of a team in a fast-paced, public-facing environment.

Working Conditions and Physical Requirements

- Work is typically performed in a standard office environment with frequent contact with the public at a front counter and by phone and email.
- Must be able to sit or stand for extended periods, use standard office equipment, and lift or carry files and materials typically up to 20–25 pounds.

Employee Signature

Date

Supervisor Signature

Date