



Middletown Township

Job Description

POSITION: Administrative Assistant
DEPARTMENT: Building & Zoning
REPORTS TO: Department Director
CLASSIFICATION: FLSA / FT/ NON-EXEMPT
BARGAINING UNIT: Teamsters

PURPOSE: To provide a variety of technical and administrative services requiring the exercise of independent judgement. All work is completed in accordance with ordinances, policies, procedures, practices and other laws of the Township and the Commonwealth of Pennsylvania. Assignments and technical supervision are received through the Director of Building and Zoning.

ESSENTIAL FUNCTIONS

- Greet and assist customers at the permit window.
- Assists residents, contractors and developers in the application process and the collection of fees for building, zoning, plumbing, mechanical and fire permits.
- Correspond with developers and engineers regarding financial activity of projects.
- Process cash, check or credit card payments.
- Handle pool escrows and refund residents or contractors if necessary.
- Works with the Finance department to obtain invoices and activity of escrows in Middletown Township.
- Date revised plans for review by staff and plans examiners and processes payments for permit issuance.
- Coordinates and schedules building inspections.
- Manage phone calls and provide general information and routes call to appropriate person.
- Scan and electronically file documents as well as signed and sealed plans.
- Provide administrative support for the Building and Zoning Department as needed.
- Assists with on-the-job training of new employees.
- Create, update and maintain permit and property files, office forms and handouts.
- Scan completed permits and electrical inspections into Trair.

- Ensure all commercial contractors are licensed with Middletown Township for the current year.
- Process annual sign registrations.
- Keep track of Certificates of Insurance/ PA Registrations for contractors that aren't expired.
- Other duties as assigned.

SPECIFIC JOB REQUIREMENTS

Education and Experience

- Any combination of education and experience that results in the employee achieving the functions of the job satisfactorily, with, as a minimum the equivalent of graduating from high school.
- Two (2) years' administrative assistant experience is preferred.
- Previous cash-handling/ retail/customer service experience preferred.
- A valid Pennsylvania driver's license is required only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

Knowledge, Skills and Abilities

- Considerable knowledge of modern office methods, practices, routines, machines and equipment, and of office organization.
- Attention to detail.
- Ability to comprehend established office routines and regulations and apply them to specific cases in accordance with prescribed procedures and to keep complicated records.
- Basic math skills and comfort using point-of-sales (POS) systems.
- Ability to handle transactions accurately and responsibly.
- Ability to organize assigned work and develop effective work methods.
- General knowledge of Microsoft Office.
- Ability to work harmoniously with associates, supervisory officers and that portion of the public interested in or concerned with the work of the office.
- Ability to use and properly care for office machines and equipment.
- Ability to learn new software programs.
- Ability to prepare clear, concise, and appropriate correspondence in accordance with office regulations, policies, and procedures.

- Ability to prepare and supervise the preparation of clear, sound, accurate and informative reports.
- Ability to maintain essential records and files.
- Ability to read, write, speak, understand and communicate in English sufficiently to perform the duties of this position. American Sign Language or Braille may also be considered as an acceptable form of communication.
- People with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If accommodation cannot be provided because it would cause the employer undue hardship, such people may not be eligible.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disability to perform the essential functions.
- While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools or controls, and reach with hands and arms. The employee is required to use office machines such as computers, a telephone, and other related office equipment.
- The employee may occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.
- Work is usually performed in an office setting with a quiet environment.
- A 40-hour work week, Monday through Friday, is normal for this position.

SELECTION GUIDELINES

- Formal applications, rating of education and experience, oral interviews, reference checks, and job-related tests may be required.
- The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

DISCLAIMER

- The above statements are intended to describe the general nature and level of work being performed by a person assigned to this position. They are not intended to be construed as an exhaustive or all-inclusive list of all responsibilities, duties and skills required to perform the job. This job description does not constitute an employment agreement between Middletown Township and Employee and may be revised as the duties of this position evolve.
- Middletown Township (the "Township") is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the Township provides reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Township.
- I hereby certify that I have read this job description and fully understand the essential functions and job requirements contained herein; and I am qualified to perform the essential functions and requirements of this job, with or without reasonable accommodation.

Employee Name (print)

Supervisor Name (print)

Employee Signature

Supervisor Signature

Date

Date