

Town of West Boylston

Job Description

Position Title:	Department Assistant	Hours Worked/Week:	35-40
Department:	Inspections	Reports to:	Building Inspector/Board of Health

DEFINITION

The Department Assistant provides clerical and administrative support to the Building/Zoning Department its Inspectors (building, wiring plumbing and gas) and the Board of Health in addition to assisting customers through the permitting process. Performs front-line customer service work and supports the activities of both departments.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended only as illustrations of the various type 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.

- Provides clerical support by processing, creating and issuing permits, maintaining records, preparing reports, organizing files, and assisting with development and update of regulations.
- Handles complaints and inquiries both in person and via telephone or email
- Processes invoices for payment manages accounts receivable, and prepares payroll
- Maintains records of existing permits and expiration dates, notification to applicants of pending expiration dates for permits or plans. Processes all permit applications and related payments.
- Prepares meeting agendas, attending meetings, transcribing meeting minutes, and preparing for public hearings by placing proper notices and legal newspaper ads for all Board of Health meetings. May be required to attend meetings outside regular work hours other than Board of Health, such as trainings or Central Mass Regional Public Health Alliance meetings.
- Obtains information for public notices and public records requests
- Initiates and assists with enforcement of Town and State regulations related to the Board of Health.
- Participates in activities related to Public Health Emergency Preparedness, and coordinates drills and meetings as needed between relative organizations and departments.
- Other duties as assigned and required within the scope of the responsibilities for the Building Inspector/Board of Health.

SUPERVISION RECEIVED

Under general direction, employee plans and prioritizes the work independently, in accordance with standard practices and previous training. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are

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discussed with supervisor.

SUPERVISION EXERCISED

N/A

JUDGMENT

The work involves numerous standardized practices, procedures, or general instructions that govern the work and requires additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

COMPLEXITY

The work consists of a variety of duties which follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

NATURE AND PURPOSE OF CONTACTS

Relationships are primarily with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients and employees of outside organizations. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

CONFIDENTIALITY

Has access to some confidential information where the effect of any disclosure would probably be negligible or where the full significance would not be apparent in the work performed, and which, if disclosed, might adversely affect operations, create adverse public relations or otherwise be legally inappropriate.

EDUCATION AND EXPERIENCE

High School diploma or equivalent, 1 to 3 years of experience in a related field; or any equivalent combination of education, training and experience.

KNOWLEDGE, ABILITY, AND SKILLS

Position requires ability to quickly gain a general knowledge of the Town of West Boylston's Zoning Bylaws, General Bylaws and Board of Health Rules and Regulations. Knowledge of the fee schedule for the various permits and how they are calculated is essential to inform permit applicants. The position requires the ability to perform word processing and permit tracking through the use of specialized computer software. Ability to manage multiple projects as assigned. Ability to complete assigned tasks during varying periods of interruption.

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WORK ENVIRONMENT

The majority of work is performed in an office setting.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills

Minimal physical demands are required to perform most of the work. The work principally involves sitting, with intermittent periods of stooping, walking, and standing. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

Motor Skills

Duties require motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills

Visual demands require routinely using a computer and reading documents for general understanding and analytical purposes.