

COMMUNITY DEVELOPMENT RECEPTIONIST

Pulaski County

Department: Community Development

Reports to: Building Official

Supervision Exercised: None

Supervision Received Work is performed with general instruction and supervision. Employee will undergo a six month orientation period and will be evaluated at the end of the six month term. Employee will be evaluated annually thereafter.

Classification (FLSA): Non-Exempt, Full time

Work Hours: Monday thru Friday, 8:00 a.m. until 5:00 p.m. Some evening and weekend work required.

ESSENTIAL FUNCTIONS: To serve as a receptionist to the Community Development Department answering the telephone, greeting and directing the public and operating computers along with standard office equipment. The Community Development Receptionist is responsible for assisting the public with permit application submittals, scheduling inspections, coordinating submittal of documentation and providing excellent customer service.

JOB REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions. Employee must successfully pass a drug test and background check. Possession of a valid appropriate driver license issued by the Commonwealth of Virginia for the purpose of operating a passenger vehicle or light truck is required.

RESPONSIBILITIES:

- Physical presence on the job is required
- Acts as a receptionist greeting all visitors to the building and directing visitors to designated offices affiliated with County Administration
- Answers the phone and forwards calls or takes phone messages for staff
- Composes written correspondence for the Community Development Department
- Checks and reviews permit applications and other submittals for accuracy, completeness and conformance to established standards. Assists the public with permit application submittals and calculation of permit fees.
- Serves as a backup for the Engineering/Construction Contract Administration Technical Assistant and is available to assist the Engineering Department as needed
- Serves as a backup for the Planning & Zoning Technical Assistant in the event of absence or as needed by the Planning Director

- Serves as a backup to the County Administration Office as needed
- Schedules building inspections and coordinates closely with the Building Department staff to update inspection logs and coordinate inspections with the public
- Monthly reporting for internal and external needs
- Calculates and prepares State Levy fees for payment
- Transfer fees & payments to the Treasurer's Office daily
- Maintains the files for the Community Development Department
- Makes mathematical calculations and exchanges money with the public
- Maintains mailing lists, regular contacts and forms
- Receives and distributes mail and special deliveries to county departments
- Prepares, packages, and sends mail and special deliveries
- Prepares monthly postage reports and maintains postage machine
- Operates standard office equipment including fax, scanners and copiers
- Schedule appointments, site visits and meetings for development projects

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to perform technical work related to building, planning, zoning, and community development activities
- Ability to perform routine administrative work, filing, general office duties, permit review, and other technical work. Receive permit fees and exchange currency
- Have a general knowledge of land development and the zoning & building permit process. Have a general knowledge of Erosion and Sediment Control/Storm water.
- Ability to perform at a high level of customer service and perform administrative skills
- Ability to establish and maintain harmonious relationships with other employees, state and federal officials, and the general public
- Ability to present facts and recommendations in both oral and written form
- Attention to detail and ability to complete assignments
- Ability to use computer equipment, Microsoft Office Software and proficient typing skills
- Ability to assist the Emergency Operations Center Management Team in the event of a local emergency including but not limited to pre- and post- disaster response

ADA REQUIREMENTS: Ability to sit at a desk and operate computer, calculator, typewriter, etc. for periods of up to three hours continuously, ability to read and write and to exchange information, ability to file papers, ability to lift and carry up to 50 pounds, dexterity required to operate keypads, push buttons, and switches, ability to work independently in the absence of specific instruction and ability to meet the public courteously and effectively. May require travel for recertification and/or local site inspections/permit review using county vehicle.

EDUCATION AND EXPERIENCE:

- A minimum of a high school diploma or GRE required
- Associates Degree preferred or any combination of education and experience
- Knowledge of computer operations, typing and clerical work is required
- General knowledge of office administration, project management, spelling and arithmetic is required

- Ability to establish and maintain working relationships with others and the ability to follow oral and written instructions is required
- Microsoft Office Suite training and/or experience
- Ability to work effectively in a team environment
- Ability to assist the Emergency Operations Center Management Team in the event of a local emergency including but not limited to pre- and post- disaster response

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SPECIAL REQUIREMENTS:

- Obtain Commonwealth of Virginia Notary Certification within one (1) year of beginning employment
- Possess or obtain Permit Technician Certificate from the Virginia Department of Housing and Community Development within two (2) years of employment

PROFESSIONALISM AND CONFIDENTIALITY:

- Understands and consistently implements all County policies and procedures
- Maintains confidentiality with all vendors and employee transactions and activities
- Shares knowledge and assists other staff with day to day activities to promote effective teamwork to accomplish the goals of the County

TRAINING AND JOB DEVELOPMENT:

- Develop and set own personal goals for acquiring new skills and job growth
- Participate in conferences, workshops, webinars, and other opportunities to maintain current awareness of County trends and for educational growth
- Works with staff to discuss and resolve problems and provide ideas for improvement

Note: This job description is not intended to be all-inclusive. An employee will also perform other reasonably related job responsibilities as assigned by the County Administrator, department head or supervisor. Pulaski County reserves the right to revise or change job duties as the need arises. Moreover, management reserves the right to change job descriptions, job duties or working schedules based on their duty to accommodate individuals with disabilities. The job description does not constitute a written or implied contract of employment.

I have read, understand and accept the duties, standards and expectations required of this position. I hereby affirm my good faith compliance with all county policies and procedures.

Employee: _____

Date: _____