



City of Emmett

Front Office Clerk Job Description

Pay Scale: \$15-16.50 per hour

## Summary Statement

Provides administrative support for the Building/Planning & Zoning Director, Public Works Director, and Office Manager (Annex 1 staff).

This position is designated as At-Will

## Essential Functions:

Greet customers with professionalism both in person and on telephone. Process payment requests such as building permits, planning and zoning fees, etc. Schedules all appointments, both internal and external for Annex 1 staff. Prepares and distributes official documents and communications. Researches and investigates solutions to issues and problems with procedures and department operations. Performs records and file management.

Assists Annex 1 staff with special projects such as meeting minutes, events and administrative functions.

Assists Planning and Zoning Administrator with the following:

- Reviews application submittals and works with applicants and other staff to ensure applications are completed in accordance with ordinances;
- Prepares schedules, notifications, agendas and packets for public hearings;
- Establish and maintain an effective tracking system for all development applications and public hearing follow-up;
- Draft summary minutes for all City Zoning Commission meetings and maintain audio recordings in accordance with Idaho Code;
- Prepares various letters for property owners, realtors and others regarding property history, applicable codes, potential violations, etc.
- Responsible to maintain the Building/Zoning web pages;
- May perform on-site inspections of landscaping, Special Use Permits and other issues, in coordination with the Planner;
- Establishes and maintains effective working relationships with applicants, the public, and other local government departments;
- Attends a minimum of one meeting a month held in the evening;

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

## Requirements:

### **Minimum Qualifications**

- High School diploma plus equivalent combination of experience, education and training which provides the knowledge, skills and abilities necessary to perform the job;
- Must have strong customer service skills, and be able to manage multiple tasks and projects;
- Must have a strong attention to detail.
- Ability to use office machines.
- Able to type efficiently
- Knowledge of clerical and administrative procedures
- Ability to maintain confidentiality of proposed development projects

### **Required Knowledge, Experience, And Training**

Functional knowledge of the principles, methods, and practices of public administration, office practices and procedures; research techniques, methods, and procedures; electronic spreadsheet, data base, and word processing computer applications; procedures, and equipment; principles and practices of personnel management and supervision.

Ability to make decisions in new situations in accordance with rules, regulations, and policies; establish workload priorities based upon such factors as the need for immediate action, work objectives, work schedules, and knowledge of future needs; analyze, interpret, and report research findings and recommendations; resolve customer or citizen complaints in accordance with established policies and regulations; interpret rules, regulations, and policies and makes decisions based upon them; develop and implement clerical procedures from general instructions; observe, compare or monitor data to determine compliance with prescribed operating standards; display an attitude of cooperation and work harmoniously with all levels of City employees, the general public and other organizations; complete assignments in a timely fashion; understand and comply with all rules, policies and regulations; maintain prompt and regular attendance.

Employee may be required to attend continued education conferences, workshops, and other training opportunities to remain current with the positions needs.

## Working Conditions:

### **Physical Efforts**

While performing the duties of this job the employee is frequently lifting/carrying up to 40 lbs. Also, the employee is frequently pushing/pulling up to 40 lbs. The noise level is occasionally moderate. Work includes sensory ability to talk, hear, touch and feel. Work in this position also includes close vision. Employees will sit, reach and grasp. Position requires hand/finger dexterity.

### **Working Environment**

The work environment will include inside conditions. Employee is occasionally subject to outside environmental conditions and is required to negotiate rough terrain in order to conduct site visits which may also involve extreme heat and/or cold.

### **Hours**

This position requires 40 hours each week. Schedule will be Monday thru Friday from 8:00 am to 5:00 pm. Successful applicant will be required to attend one meeting a month in the evening. Daily lunch will consist of one hour. Two breaks each day will be allowed, one in the morning and one in the afternoon. Breaks are a benefit and may be removed from the schedule.