

Downingtown Borough
Job Description

JOB TITLE: Administrative Assistant/ Code Enforcement
DEPARTMENT: Administration

GENERAL SUMMARY: With minimal supervision, review and process permit applications; review and process contractor registrations; respond to inquiries and provide administrative office support to Codes Department staff. Work involves diversified duties which require intensive knowledge of Borough functions and application of wide range of procedures. On occasion, interactions require considerable knowledge of a functional area, may involve some enforcement of policy and require some tact to de-escalate conditions or to obtain cooperation. Flow of work requires close visual attention to details. Attendance at some evening meetings is a job requirement.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Respond to inquiries in person and phone regarding Borough codes, ordinances, permit requirements, fees, zoning, Use & Occupancy requirements, flood zones, etc.; ask questions to determine the nature of the caller's need, provide information or research to obtain information (e. g. access property data base, codes and ordinances or confer with other codes department staff); provide follow up.
2. Review and process building, plumbing, electrical and mechanical permit applications; review applications for accuracy and completeness, determine fee and accept payment; record permit application activity, issue permit cards, contact applicants to advise of permit approval and request pick up, prepare monthly permit activity reports for the Borough, County and Federal government, and quarterly permit activity reports for State.
3. Coordinate and communicate with third party inspection agencies to document and record inspections and plan review approvals.
4. Review and process contractor registrations; review for accuracy and completeness, and accept payment; record registrations and file registration along with related insurance documents, issue license cards and mail out to applicants, prepare and send out annual renewal mailing.
5. Review and process residential rental permit applications; review applications for accuracy and completeness, determine fee and accept payment, record permit application activity, schedule rental inspections and building permit related inspection and complete associated paperwork, including invoices, update new tenant information, prepare and send out biennial rental permit renewal mailing.
6. Provide administrative office support to Codes Enforcement Officer, third party inspection agencies, and Housing Inspectors; schedule inspection and office appointments; prepare routine correspondence on rentals, building permits, violation letters, etc.; prepare bulk mailings, file copies of incoming and outgoing correspondence; update inventory of supplies and equipment; update office files and filing system.

7. Provide front desk coverage for Administrative Office Assistant during lunch break on consistent daily basis, and other times as needed.
8. Coordinate with software support vendor in implementation, on-going configuration and maintenance of Codes computer software, including updating digital property records with new ownership information from County transfer reports.
9. Assist Codes Department staff with special projects to increase office efficiencies such as the review and updating of ordinances, writing of office policy and procedures, redesign of forms used, etc.
10. Record and track land development and subdivision escrows and provide escrow reports annually or as needed.
11. Prepare for Zoning Hearing Board meetings and Board of Appeals hearings; schedule hearing, send notice to all parties as required by the Borough Code, prepare and distribute packets of information, advertise and arrange for posting of property.
12. Serve as Secretary to Planning Commission; schedule and attend all evening meetings, prepare agendas, record transcribe and distribute minutes, prepare the Planning Commission Annual Report to Borough Council, prepare correspondence from Planning Chairman to Borough Council. Maintain and track subdivision and land development files.
13. Issue purchase orders for all Code Office expenditures.

JOB SPECIFICATIONS:

*Indicates developed after employment

Education/Employment:

Any combination of the education and experience which indicates possession of the skills, knowledge and abilities listed below. An example of acceptance qualifications for this position is completion of high school, and three to five years of office experience.

Knowledge:

Thorough knowledge of office practices and procedures.

Advanced knowledge of computer software applications including database, spreadsheet and word processing.

Thorough knowledge of Borough codes and zoning regulations.*

Ability to obtain Certified Building Official Certification within one year of employment.

Advanced knowledge of English word usage, spelling punctuation.

Skills:

Computer operation

Abilities

Ability to interpret information received from callers or visitors and provide appropriate information.

Ability to proofread documents and ensure accuracy and completeness.

Ability to identify and correct typographical errors.

Ability to establish filing systems, and sort items to alphabetical, numerical or subject order.

Ability to create forms that will expedite the flow of work.

Ability to prepare accurate records and reports.

Ability to add, subtract, multiply or divide whole numbers.

Ability to demonstrate tact and patience when responding to displeased or upset people. Ability to operate office equipment including computer and periphery equipment, copier, facsimile machine.

Ability to sit and operate a keyboard for extended periods of time.

Working Conditions:

Work is performed in normal office environment but is performed with frequent interruptions. Work occasionally involves responding to irate or displeased individuals.

This job description includes, but is not limited to, the position's essential functions. Management retains the discretion to modify or add other related duties to the position.

REPORTS TO:	Code Enforcement
FLSA STATUS:	OfficeNon-exempt
DATE:	January 2024