

**Job Description: Union Position
Town of Pembroke, Massachusetts**

Position Title

Department of Municipal Inspections
Full-Time (DMI) Assistant to the Building Department

DEFINITION

Position is responsible for performing highly responsible administrative and clerical services for the Department of Municipal Inspections Building Department, including accepting applications and collecting fees for permits, answering inquiries regarding building and zoning issues, maintaining records, processing invoices, preparing reports and correspondence, scheduling inspections and overseeing the office.

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 administrative services to the Zoning Enforcement Officer, Building Inspector, Inspector of Plumbing/Gas, and Inspector of Wiring by performing a variety of administrative, technical, fiscal, and clerical responsibilities.
- Compiles and assembles material for Annual Town Report, including reports from People GIS Maps Online Permit Tracking System and Munis; details information regarding numbers of permits broken down by type.
- Accepts applications for building permits, collects fees, and ensures that forms are properly completed and all necessary documentation is provided prior to submittal to the Building Commissioner.
- Accepts applications for plumbing, wiring, and gas permits, collects fees and issues permits; assists contractors and homeowners with process.
- Records all permit fees for Department and verifies turnover of all monies to Treasurer.
- Processes all invoices for payment, prepares vouchers and monitors expenditures.
- Maintains adequate inventory of office supplies, orders supplies as needed, and processes payment for it.
- Responds to inquiries, requests for reports and complaints from internal and external customers.
- Issues occupancy permits for completed buildings upon authorization from inspectors.
- Fills in as needed for Board of Health and Conservation.
- Performs similar or related work as required.

SUPERVISION:

Employee acts as lead staff member in all building department functions and assists with other DMI positions as needed. Under general direction, employee plans and prioritizes the majority of

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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 discussed with supervisor.

ACCOUNTABILITY

The nature of the work means that errors in administrative work are not easily detected. Consequences of errors, including inaccurate information, could impact other departments and result in monetary loss, interruption of service and poor internal or external customer service.

JUDGMENT

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting and applying federal, state and local regulations.

COMPLEXITY

The work consists of a variety of duties which generally 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

Employee has access to some confidential information in the performance of their duties.

EDUCATION AND EXPERIENCE

Associates Degree preferred or equivalent and from three up to five years of relevant clerical and records management or related experience or any equivalent combination of education and experience required.

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KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Knowledge of office management and computer systems used by the Department;

Abilities: Ability to work independently and make decisions.

Skills: Record keeping, oral and written communication and customer service skills.

WORK ENVIRONMENT

The work environment involves everyday discomforts typical of offices. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Incumbent may be required to work beyond normal business hours in response to emergency situations

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 are largely mental rather than physical, but the job may occasionally require minimal 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 reading documents for general understanding and analytical purposes; ability to use computer and other office equipment.