

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

Position Title

Department of Municipal Inspections

Full-Time (DMI) Conservation Administrative Agent

Compensation: \$23.36 per hour at Step One

General Job Description: The Conservation Administrative Agent assists the Conservation Agent with direction and oversight in implementing the conditions ordered by the Conservation Commission and Wetlands Protection Act; assists Agent to draft correspondence; administers hearings and meetings; acts as information officer; works with community groups and government agencies; ensures compliance with permits and directives; administers conservation restrictions; coordinates special projects and grant applications; maintains the website and other tasks as required. Duties include the posting of meeting notices (agendas), taking, typing and posting minutes once voted in accordance with the Open Meeting Law.

Qualifications: Four years full-time, or equivalent, experience in environmental issues or management with demonstrated knowledge and familiarity of the Wetlands Protection Act, Environmental Protection Act, and other related laws. Knowledge of open space, land use, wetland resources, floodplain management, and sea level rise is preferred. Proven ability to communicate planning and regulatory concepts, and to work with diverse stakeholders. Ability to exercise good judgement, self-motivate, remain organized, and focus on detail. Ability to demonstrate knowledge and familiarity with Open Meeting Law with municipal experience preferred. Pembroke residency is an added value.

Duties and Responsibilities:

- Maintain the Department of Municipal Inspections counter system, greet residents and customers, answer inquiries and assist residents to complete various applications
- Answer telephone inquiries, assisting residents and supporting DMI staff
- Open the DMI in the morning
 - disengage the alarm system, unlock all doors, prepare counter supplies for the day
 - Open Directors office and start computers
 - Check emails for any application information the Director, Building Inspector or other Inspectors may need to address
- Answer any emails as directed by the DMI Director or Building Inspector
- Assist DMI Building Department, Building Inspector
- Help Health Department, Health Agent with any forms or applications research
- Assist in communication with Inspectors in the field
- Assist the DMI Conservation Agent with residents, applications and orders of condition
- Provide direct support to DMI Inspector's staff, clearing electronic applications, filing, performing turnovers with assistance

General Description:

- Front line communication with residents and contractors, sometimes multitasking to provide exemplary service levels and excellent customer service
- Provide support to DMI staff and volunteers as needed
- Proficient in Microsoft Office products, People GIS experience is preferred

Job Environment:

Work is performed according to numerous standardized practices, procedures, or general instructions governing the work. Employee is expected to use good judgment to locate, select, select, and apply the most pertinent practice, procedure, regulation, or guideline. Work consists of a variety of duties.

Reports to:

- Director of the Department of Municipal Inspections

Recommended Minimum Qualifications:

- Associates Degree/Certification in Business/Customer Relations is preferred; knowledge of construction processes a bonus
- Minimum of five years' experience either working with the public, providing customer service and/or municipal patron service, or combination of same

Additional Desirable Qualifications:

- Pleasant personality and demeanor
- Flexible and able to interact well with others
- Capable of managing multiple projects, often simultaneously
- Familiarity/working knowledge of Microsoft Office and related computer software
- Able to learn new IT systems, support and assist with DMI IT project implementations

Skills:

- Proficient in MS, PeopleGIS, other related products
- Possess strong communication and customer service skills
- Ability to follow directions and complete assignments
- Interact effectively and perform multiple tasks despite interruptions

Special Requirements

- Possess telephone courtesy and customer service skills
- Strong interpersonal skills and demonstrated customer service ability to deal with a full spectrum of staff and public contacts

Physical and Mental Requirements:

- Employee works in a moderately loud and busy Inspectional Services office
- Required to sit, talk, listen/hear, stand, walk, assist residents, verbally and in writing
- Required to lift up to 30 lbs.
- Normal vision is required

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.