

POSITION: Administrative Support Assistant II
DEPARTMENT: Planning & Code Enforcement
Grade: 24
Starting Salary: \$35,629.88
Position Number: 435015
Posted: July 31, 2024
Closing: Until Filled



General Definition of Work

Performs difficult skilled administrative support work receiving, screening and processing telephone calls, issuing permits, typing a variety of documents, maintaining records and files, preparing reports, and related work as apparent or assigned. Work is performed under the limited supervision of the Planning, Permitting & Development Director.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements below are representative of knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Acts as a receptionist; greets visitors; answers telephone; provides information; forwards calls to appropriate party; assists the public with the completion of standardized records or documents; directs visitors to appropriate party.
- Enters a variety of data into computer; verifies statistical and other records for accuracy and completeness; enters and retrieves sensitive and restricted information into computer system.
- Processes building applications; reviews and verifies information for accuracy and completeness; issues building permits.
- Types a variety of documents including correspondence, forms, reports, purchase orders, requisitions, etc. where a knowledge of format and presentation is necessary; answers routine correspondence independently.
- Receives citizen inquiries, complaints and service requests and resolves them within the framework of the established policies and procedures or forwards to appropriate party for disposition.
- Assists in the coordination and preparation of periodic, special and other reports; collects information from a variety of sources and compiles data.
- Receives and accounts for various revenues; prepares and makes bank deposits; gathers, assembles, tabulates, checks and files financial data.
- Receives, sorts, processes and distributes incoming and outgoing mail.
- Operates and maintains a variety of standard office equipment; maintains repair and/or maintenance records on equipment.

Knowledge, Skills and Abilities

General knowledge of standard office practices, procedures, equipment and office assistance techniques; general knowledge of business English, spelling and arithmetic; general knowledge of the organization and functions of the department and of general administrative policies and practices; ability to keep office records and to prepare accurate reports from file sources; ability to perform and organize work independently; ability to type at a reasonable rate of speed; ability to prepare effective correspondence on routine matters and to perform routine office management details without referral to supervisor; skill in the operation of personal computer equipment and related office software; ability to establish and maintain effective working relationships with associates and the general public.

Minimum Training and Experience

High school diploma or GED and considerable experience in general administrative support involving public contact, or equivalent combination of education and experience.

PHYSICAL REQUIREMENTS

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires sitting and occasionally requires standing, walking, reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

SPECIAL REQUIREMENTS

- Valid commercial driver's license in the State of North Carolina.

HOW TO APPLY

Applicants must register online or in person with NCWorks. A State application (PD-107) is required and may be obtained at and submitted to the NC Works Career Center 23 Macon Avenue Franklin, N.C.

Mail to:

5 West Main Street
Franklin, NC 28734

and must be submitted on or before the closing date. Online applications are not available. Please include 3 references with contact information and a valid email address for all correspondence from the employer to the applicant. Resumes will not be considered.

AN EQUAL OPPORTUNITY EMPLOYER/ADA EMPLOYER
All prospective employees are subject to a criminal background check