



MILLS COUNTY BUILDING & ZONING DEPARTMENT

Job Description for Office Assistant/Receptionist

TITLE OF CLASS: Entry Level Office Functions
TYPE OF POSITION: Part-Time/Permanent (*6-hours/day at 3-days/week*)
EFFECTIVE DATE: November 2017
SALARY RANGE: \$11 - \$13 per hour based on experience

DESCRIPTION OF WORK

General Statement of Duties: Performs professional work promoting, facilitating, organizes, and coordinating general office development and permit activities for the department; and performs related duties as required. Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.

Supervision Received: Works under the general and technical direction of the County Building & Zoning Official and/or assigned supervisor.

Supervision Exercised: None.

TYPICAL DUTIES PERFORMED

- Perform general front counter reception duties; field phone calls, filing, scheduling, correspondence notes along with providing customer service to the general public in a pleasant and unbiased manner.
- Accept permit applications and issue approved building permits for new construction.
- Coordinates assistance on scheduling appointments/project inspections for the County Building & Zoning Official, inspectors and other staff.
- Answers general questions regarding county legal descriptions, zoning, census, and all other department information.
- Manage Accounts Receivable and associated records, as necessary.
- Maintains all necessary records for day-to-day activities and permanent files.
- Assists department staff with projects and proposals as assigned and all other duties as apparent or as delegated.

KNOWLEDGE, SKILLS & ABILITIES

- Solid written and verbal communication skills.
- Ability to be resourceful and proactive when issues arise.
- Excellent organizational skills with an ability to manage time sensitive items and multi-task several projects without error.
- Considerable ability to operate various types of office equipment including a computer, telephone system, adding machine, and copy/scanner/printing machine.

- Communicate clearly and effectively; and work effectively with the public, developers, consultants, and other County staff, including handling complaints or problems in a professional manner.
- Maintain a high level of confidentiality.
- Maintain a positive attitude.
- Basic knowledge of county codes, maps, construction plans, and specifications.
- Basic knowledge of the government processes and services methods.

MINIMUM QUALIFICATIONS

- High School Diploma or equivalent.
- Minimum two (2) years of responsible experience in skilled office duties, proficient computer (Word, Excel, Outlook, etc.), advance clerical and accomplished customer relations.
- Type of public development experience functioning within or working directly with a government entity or jurisdiction or utility and/or similar functions.
- Must possess a valid Iowa State driver's license or equivalent out of state license.