



ASSISTANT PLANNER / ADMINISTRATIVE ASSISTANT

Department:	Community Development	Revised Date:	January 2020
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GENERAL PURPOSE: Under general supervision, assists with planning and zoning functions, and performs administrative and office support functions of a highly responsible nature in relieving the Department Director and other staff of administrative and technical activities and customer service duties.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Answers inquiries and assists the public in matters relating to planning, zoning, ordinances, procedures, and application review, and other Town development standards and regulations; reviews and processes applications for zoning map changes, amendments, permits and variances; completes special projects as assigned; assists with plan reviews; updates code revisions; provides information on land use and planning issues within scope of authority.
- Oversees Community Development Department administrative workflow; applies specific knowledge of policies and procedures in order to organize and coordinate work, and relieve the Department Director and staff of routine administrative detail; applies judgment to resolving problems, analyzing data and making decisions.
- Maintains technical and administrative files; provides advice and assistance to Department staff on compliance with laws, rules and regulations; coordinates office activities, prioritizes and develop schedules in order to meet critical deadlines; maintains departmental calendars and schedules for Department staff; coordinates and arranges department meetings; assembles information packets, and coordinates public meetings of Community Development Boards, Commissions and Council.
- Receives and processes invoices, statements, and payment vouchers; monitors and evaluates expenditures and budget; orders supplies and materials and maintains inventory. Assists department heads with budget process by providing statistics and expenditures as well as conducting research for short and long-range needs/goals.
- Provides Department information and customer service; answers questions as first point of contact for customers; responds to customer questions on zoning, building, land use, permit readiness, project fees and other issues; explains policies, codes, standards, and procedures; answers questions on land use and planning issues within scope of authority and training.
- Reviews and accepts development plans and permit applications; reviews applications for completeness, calculates and collects applicable fees, and forwards applications to appropriate staff for review; assists Community Development Department staff; provides administrative support services as needed, including receptionist functions; researches issues as requested; processes documents and maintains permit records, files and activity log.
- Creates, updates and tracks a variety of electronic and paper files, records, applications, reports, and technical documents; enters department and customer information and other data into Town computer systems; accesses and locates information for customers, staff, authorized agencies and others; notifies other agencies and departments as needed; compiles operational information for regular activity reports; tracks permit activity and monitors expiration dates.
- Works with outside agencies and their technology to assist mutual customers with their needs.

- Books meetings and conferences and makes travel arrangements as necessary.
- Assists in the onboarding & training of new hires in areas within scope and authority.
- Maintains the absolute confidentiality of all records and information.
- Performs other related duties as assigned or required.

MANAGERIAL RESPONSIBILITIES

None.

MINIMUM QUALIFICATIONS

Education and Experience:

- High school diploma or GED equivalent; AND two year's office support and computer experience, including one year of planning and zoning experience; OR an equivalent combination of education and experience.

Required Licenses or Certifications:

- Must possess State of Arizona Driver's license.

PREFERRED QUALIFICATIONS

Knowledge of:

- Town policies and procedures.
- Policies, procedures, regulations, operations, and services of Community Development Department.
- Federal, State and Town rules, regulations and ordinances governing land use, planning and zoning.
- Office administration processes and procedures, including accounting, budgeting and purchasing.
- Customer service standards and protocols.
- Record keeping and file maintenance principles and procedures.
- Reading and interpreting plans
- Taking effective minutes
- Coordinating meetings and travel
- Computer software to include iWorQ's, Microsoft Outlook, Word and Excel, as well as Adobe Acrobat and Adobe Creative Cloud

Skill in:

- Interpreting and applying land use regulations, and state and Federal laws.
- Assessing and prioritizing multiple tasks, projects and demands.
- Entering information into a computer system with speed and accuracy, and maintaining electronic records, files and databases.
- Preparing and writing reports and business correspondence.
- Operating standard office equipment, and a personal computer utilizing standard software.
- Establishing and maintaining effective working relationships with co-workers and the public.
- Providing effective customer service, and dealing tactfully and courteously with the public.
- Communicating clearly and concisely, both verbally and in writing.

Physical Demands / Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This classification involves work that requires:

- Shared/open office with moderate noise (employees, customers, phones and office equipment)
- Ability to get up and down frequently and sit/stand for extended periods of time assisting customers and/or using office equipment and computers.
- Constantly uses fingers, hands and arms.

Assistant Planner/Administrative Assistant**Non-Exempt (47)**

- Daily activities include talking, listening, walking, standing and occasional lifting, carrying, kneeling, bending, squatting and reaching.
- Normal ranges of hearing, vision, and speaking is essential for giving/receiving information through normal conversations and to prepare and inspect documents.
- Occasionally lift or move objects weighing 5 to 10 lbs.

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 Town and requirements of the job may change.

FLSA: *Non-Exempt*

Salary Range: 47