

## Job Description

**Human Resource Use Only**

**Position Number:**  
**Step/Grade H**  
**Effective Date: 01-2020**

### POSITION IDENTIFICATION

**Position Title:** Administrative Assistant  
**Division:** Life Safety and Neighborhood Service  
**Status:** Full Time / Non Exempt  
**Normal Workweek:** Mon-Fri (7:30 a.m. – 4:30 p.m.)

### SUPERVISORY RELATIONSHIPS

**Reports to:** Deputy Fire Chief  
**Directly Supervises:** No supervisory responsibilities

### POSITION PURPOSE

The duties associated with this position have Department-wide impact, as this individual requires extensive knowledge of policies and procedures, and is responsible for interpreting, carrying out and enforcing existing Department methods and projects in connection with office operations, making regular contact with other personnel, the general public, and outside organizations relative to office operations. The administrative assistant maintains financial records, files, and budgets related to Department operations, programs and expenditures, and establishes and maintains files concerned with personnel, constituents, and/or policy matters. This position exercises a high degree of independent judgment within the scope of their authority, and administers and coordinates special programs and projects.

### ESSENTIAL DUTIES

- Provides, administrative, and information handling support for the Life Safety and Neighborhood Services Division and Fire Rescue Department including, but not limited to determining significance and distribution of information and requests, and planning their distribution.
- Assists with office administration and policy recommendations where appropriate.
- Assists in overseeing building inspection activities.
- Independently prepares correspondence, as delegated on behalf of, and for the Departments.
- Assists the Inspectors with the preparation of specification booklets, RFP's, contracts, purchase orders, and contractor applications for payment.
- Maintains schedules and daily calendars for Department staff, as assigned; and arranges appointments with supervisory personnel, elected officials, other employees and members of the public, exercising discretion in committing staff's time, and in referring callers and visitors to appropriate source of information or service.
- Explains operational procedures and basic code requirements to elected officials, employees, and other members of the public; gathers pertinent information and

applicable municipal ordinances to coordinate efforts to expedite matters for the inspectors.

- Interacts and responds to requests for information by constituents and the public by reviewing requests, finding answers, using tact and judgment in referring request to appropriate source of information.
- Prepares written response letters and memos, as well as follows up on difficult customer questions and issues.
- Performs a variety of property and real estate research, and assists Department staff with special projects, as assigned.
- Coordinates communications with other departments and agencies, as assigned.
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- Prepares legal documents for various real estate transactions.
- Coordinates distribution of site plans, subdivision plats and other development plans.
- Performs administrative and clerical duties for the Cross Connection Control Program, including, but not limited to assisting the Building Inspector, Plumbing Inspector and Manitowoc Public Utilities staff in a cooperative effort by answering questions, researching structure use, and recording "Affidavits of Compliance" and "Device Surveys" in a master database as mandated by the Wisconsin Department of Natural Resources.
- Performs administrative and clerical duties for the Manitowoc Fire Department, Annual Sprinkler Inspection Permit, including, but not limited to receiving requested forms, processing payments, issuing permits, and maintaining a database of properties.
- Performs administrative and clerical duties for the Manitowoc Wastewater Treatment Facility Sanitary Sewer Connection Fee program, including, but not limited to receiving requested forms, processing payments, issuing invoices and compliance letters, and maintaining a database of properties.
- Performs clerical duties for the following committees: Zoning Board of Appeals, Building Board of Appeals, Code Review Committee, Board of Electrical Examiners, and performs clerical duties for the following committees in the absence of the Community Development Administrative Assistant: City Plan Commission, Community Development Authority, Industrial Development Corporation, Brownfields Advisory Committee, Tax Incremental Financing Joint Review Board, and Tax Incremental Financing Project Review. Responsibilities may include, but are not limited to preparing hearing notices, assembling agenda packets, assuring board quorums, typing and correcting drafts, and distributing minutes of the meeting to committee members, department heads, and members of the public.
- Ensures the safe keeping of minutes, files and related records and reports, and may also attend meetings to assist in the absence of the board or committee secretary.
- Responsible for monitoring Department budget accounts, payroll records, employee information, as well as coordinating payments, receivables and petty cash under the supervision of the Deputy Fire Chief.
- Maintains, reviews and prepares daily, monthly and annual financial and statistical reports requiring accuracy, speed and neatness.
- Issues building, heating, plumbing, electrical, sign, and miscellaneous other permits, and assures the proper review, routing and completion for approval.

- **Receives, records and assigns inspection requests to appropriate inspectors, and enters data in computer system.**
- **Tracks new commercial and residential projects to insure inspections are recorded and completed in a timely fashion, and insures all project requirements are completed prior to issuance of a certificate of occupancy.**
- **Receives and records property maintenance and housing condition concerns, and forwards to the Building Inspector for follow up.**
- **Deals with the public in a professional and courteous manner, screens and greets visitors, acts as primary receptionist and phone attendant, directs calls to appropriate persons, responds to more complicated inquiries or requests for information, and determines which requests should be handled by another staff person.**
- **Operates and maintains a complex computer permit and inspection program system, and trains Department personnel regarding its usage.**
- **Assists supervisory personnel, elected officials, other employees and members of the public with open records requests in accordance with established procedures.**
- **Respond to zoning and floodplain mapping inquiries by the general public, Realtors, and appraisers.**
- **Researches and types zoning request letters for Realtors, appraisers, and lending institutions.**
- **Answers contractor and general public inquiries including, but not limited to permits, inspection or account information.**
- **Maintains software programs for the Department, including, but not limited to entering new construction addresses, and updating apartment and rooming house use codes for annual report.**
- **At the request of the inspectors, compiles data for, and prepares inspection timeline reports when testifying in court matters.**
- **Assists the Building Inspector with implementation of annual apartment and rooming house license inspections including, but not limited to inspection notifications, coordinating appointments, and follow up correspondence.**
- **Makes travel and lodging arrangements for meetings and conferences for Department staff.**
- **Maintains payroll records, and monitors vacation, sick leave, travel requests, and accident reports for the Department.**
- **Researches and compiles data for the annual City "Site Development Award of Excellence" for all new commercial and industrial projects.**
- **Balances cash box and petty cash, and maintains accurate and current records, collecting and accurately balancing permit fees in excess of \$30,000 per month; following strict procedures to comply with auditing standards, and depositing monies with the Finance Department.**
- **Performs the duties relative to collection of Departmental invoices.**
- **Processes purchase requisitions and orders as needed, including, but not limited to maintaining adequate inventories of office supplies and equipment.**
- **Maintains and updates maintenance reports and records of Department vehicles.**
- **Maintains a database of all licensed and credentialed building, electrical, HVAC, and plumbing contractors.**

- Maintains inventory records of building permits and committee actions and materials.
- Receives, sorts, opens, and distributes mail to appropriate personnel.
- Notarizes City documents and license applications.

**OTHER DUTIES**

Performs other related duties as assigned.

**MINIMUM POSITION QUALIFICATIONS**

- Education:** Minimum high school degree or equivalent, supplemented by advanced clerical training.
- Experience:** Minimum of three (3) years of progressively responsible office experience, or an equivalent combination of education and experience, or any equivalent combination of experience and training. In evaluating candidates for this position, the City may consider a combination of education, training and experience which provides the necessary knowledge, skills and abilities to perform the duties of this position.
- Certifications/Licenses:** Must possess or obtain a notary certification. Must possess a valid Wisconsin driver's license.
- Other Requirements:** Work must be accurate and error free. Good knowledge of English, grammar, spelling and punctuation

**KNOWLEDGE, SKILLS, & ABILITIES**

This position must possess above average working knowledge of computer operations and procedures, including, but not limited to ability to operate statistical software packages, word processing programs, spreadsheets and databases at a highly proficient level; must have the ability to interpret a variety of financial reports, including income and expense statements, property transfer documents, mortgages, leases, deeds, blueprints and building plans; make quick and accurate decisions involving a wide range of types of properties, and the skills to support these decisions with valid and reliable information; communicate effectively with the members of the Department, the Mayor, other department heads, property owners, attorneys, Realtors, County officials, and other parties. Must be able to express ideas and explain factual information clearly, accurately and professionally in writing; and a strong mathematical aptitude, including ability to interpret statistical data, charts and graphs, and to apply concepts such as fractions, percentages, ratios, area and volume. This position must also have the ability to apply common sense understanding to enforce municipal ordinances and building codes by exercising good judgment, creativity and decisiveness; deal with problems involving several variables in complex situations when dealing in a sometimes hostile environment; communicate clearly and concisely, both orally and in writing, and establish and maintain effective working relationships with other departments and entities; and be a team-oriented, experienced and innovative individual with strong oral and written communication skills. This position must be strong in conceptualizing and detailing development plans for residential, commercial and industrial applications. Be an independent self-starter, with strong organizational skills, good judgment and ability to adapt to new situations; and have the ability to type a minimum of 50 wpm with accuracy.

## **BACKGROUND CHECKS**

Condition of Employment

## **PHYSICAL DEMANDS**

The physical demands described herein 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.

- Manual Dexterity:** While performing the duties of this job, the employee is regularly required to sit, stand, walk; use both hands to handle, touch, grasp; reach with hands and arms; talk and hear; and have the ability to coordinate eyes, hands, feet and limbs in performing semi-skilled movements in the operation of computer keyboard, telephone and calculator.
- Physical Effort:** The employee often may be required to climb steps or steep inclines. The employee is required to operate an automobile and enter and exit the automobile several times a day. The employee is occasionally required to lift and/or move up to 25 pounds. Specific vision abilities required by this job include close and distant vision, peripheral vision, depth perception, and ability to focus.
- Working Conditions:** The noise level in the work environment is moderately quiet. The work environment is normally indoors with controlled climate conditions. Occasionally the employee may be required to be for a short period of time, and therefore subject to varying weather conditions, for purposes of accomplishing the essential functions of this job.

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This position description has been prepared to define the general duties of the position, provide examples of work and to detail the required knowledge, skills and abilities as well as the acceptable experience and training for the position. The description is not intended to limit or modify the right of any supervisor to assign, direct, and control the duties of employees under supervision. The City of Manitowoc retains and reserves any and all rights to change, modify, amend, add to or delete from any portion of this description in its sole judgment.

This job description is not a contract for employment.

The City of Manitowoc is an equal opportunity employer, in compliance with the Americans with Disabilities Act. The City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.