

## LOWER ALLEN TOWNSHIP JOB DESCRIPTION



<b>POSITION TITLE:</b> ADMINISTRATIVE PROFESSIONAL	<b>BAND:</b> ADMINSTRATIVE	<b>BBP CLASS:</b> 2
<b>DEPARTMENT:</b> COMMUNITY & ECONOMIC DEVELOPMENT	<b>SUPERVISOR:</b> CED DIRECTOR	<b>ACOUNTABILITY:</b> CED DIRECTOR
<b>NAME:</b>	<b>ISSUE DATE:</b>	<b>PAGES</b> 2

**POSITION SUMMARY:**

Work is customer service oriented, requiring a positive attitude and calm demeanor. Work is performed in a team environment. This position typically intakes the applications and is therefore often the first person in contact with the customer in the permitting and complaint process. The job requires data entry and use of standard Microsoft Office programs as well as permitting software program. The job provides administrative support for the Community and Economic Development department.

The work environment is primarily located at the Municipal Services Center, but occasionally may require nearby travel for training, printing, supply orders, and plan recording. A few hours a week some data entry may occur from home with prior approval.

**ESSENTIAL FUNCTIONS OF THE JOB:**

Assists department customers at the counter and with the permit application process.

Answers and routes phone calls to appropriate staff if technical assistance is required.

Provides administrative support to all Community and Economic Development staff.

Processes all applications for permits and routes them to appropriate staff within permit software system.

Issues permits and notifies customer once deemed accurate and complete by CED technical staff.

Generates invoices for customers and coordinates with Finance staff to ensure payments are made properly.

Documents the permit process within the permit software.

Communicates effectively with customers and staff to maintain appropriate workflow and customer service timelines.

Tracks Workers Compensation Insurance Verifications and payments.

Assists with scheduling inspections.

Maintains an organized filing system both electronically and on paper.

**OTHER FUNCTIONS:**

Enters tax transfer information into the permit software system to maintain up to date records.

Assists with typing correspondence and template creations for communication with residents using Microsoft programs.

Prepares department monthly reports for the Board of Commissioners.

Prepares reports for the department to help maintain efficient workflow.

Performs other related duties as assigned.

**Page 2 of 2 – Administrative Professional**

**OTHER FUNCTIONS continued:**

When needed assists/coordinates with other departments to issue a permit or schedule an inspection.

Orders office supplies and equipment as needed and maintains a sufficient inventory.

**QUALIFICATIONS:**

Citizen or National of the United States, a lawful permanent resident alien, or an alien authorized to work in the United States.

Has the ability to sit or stand for extended periods of time.

Possesses High School diploma or equivalent.

Proficient with Microsoft 365, including MS Word, Excel, PowerPoint, Teams, and SharePoint.

Ability to communicate effectively and professionally with customers and staff.

Offer of employment is contingent upon the successful completion of a satisfactory: physical examination (full-time personnel only) and background investigation result (full/part time and temporary personnel).

*END*

***I have read the foregoing job description and certify that I can perform all aspects of the job and meet qualifications as required by Lower Allen Township.***

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date