

City of Rehoboth Beach, Delaware

Job Description

Classification Title	Building & Licensing Administrative Assistant
Job Code	1026
FLSA Status	Non-exempt
Pay Grade	106

GENERAL POSITION SUMMARY

Provides administrative support to the Building and Licensing Department, City Arborist, and to the City Clerk. Greet applicants seeking permits and licenses in person at the front desk and on a multi-line telephone system. Explains permit and licensing application processes and procedures. Receives building permits and licensing applications and related documentation. Schedules various types of inspections and responds to public inquiries. Calculates permit application fees, license fees, re-inspection fees and other departmental fees/services.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Provides administration support to the Building and Licensing Department, City Arborist and to the City Secretary.
- Receives building permits and licensing applications and related documentation.
- Schedules all inspections and meetings, letter processing and mailings, maintaining historical documents and property files, electronic filing, completing end-of-month reports, ordering inventory and distribution of office supplies and processing and distribution of all department mail.
- Maintain and operate the department's front desk including taking and processing payments.
- Provides permitting and licensing information for citizens, permit expeditors, builders, contractors, engineers, architects, other city departments and the public.
- Accepts, verifies and records building, tree and plumbing permits including payments.
- Accepts, verifies and records business license applications and payments.
- Assist code enforcement officer by fielding complaint calls, scheduling rental inspections and processing rental licenses and payments.
- Processes permits for customer pickup.
- Data entry into the MUNIS system of all permits and licenses, distribution of issued permits and payment processing for licenses, permits, fines and appeal fees.

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- Assistance to the Rehoboth Beach Commissioners of needed information for the performance of their duties.
- Assist the Permit Coordinator with FOIA requests for the Building and Licensing Department.
- Assists the Permit Coordinator in completion of the end-of-month report by compiling, organizing, and copying all department permits, receipts and business license information.
- Responds to customer inquiries.
- Maintains complex records.
- Performs related work as required.
- Employees may be requested to perform job-related tasks other than those specifically presented in this description.

MINIMUM ENTRANCE QUALIFICATIONS

Education and Experience

- A high school diploma (or GED equivalent) and additional training or up to one (1) year of job-related course work after high school
- At least one (1) to three (3) years of related work experience
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge and abilities

COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

Knowledge of:

- City permitting processes
- Basic applied mathematics
- Computer software applications
- Modern office procedures

Skill in:

- Performing a variety of duties, often changing from one task to another of a different nature

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- File organization and maintenance
- Problem solving and conflict resolution
- Customer service

Ability to:

- Meet schedules and deadlines of the work
- Follow oral and written instructions
- Compute, maintain and prepare complex records
- Pay attention to detail
- Read and interpret documents
- Compute and record numbers correctly
- Review permit applications and plans
- Interpret and communicate codes and ordinances

WORK ENVIRONMENT/CONDITIONS

The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Work Environment	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Office or similar indoor environment			X
Outdoor environment	X		
Street environment (near moving traffic)	X		
Construction site	X		
Clinical health care environment	X		
In the community (homes, businesses, etc.)	X		
Warehouse environment	X		
Shop environment	X		
Detention center or correctional facility	X		

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Exposures	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Individuals who are rude or irate		X	
Individuals with known violent backgrounds	X		
Communicable diseases	X		
Bodily fluids (blood, urine, etc.)	X		
Infectious waste	X		
Extreme cold (<i>below 32 degrees</i>)	X		
Extreme heat (<i>above 100 degrees</i>)	X		
Moving mechanical parts	X		
Risk of electrical shock	X		
Vibration	X		
Fumes or airborne particles	X		
Toxic or caustic chemicals, substances waste	X		
Loud noises (<i>85+ decibels</i>)	X		

PHYSICAL DEMANDS

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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

The position involves *light physical demands*, such as exerting up to 20 lbs. of force occasionally, and/or up to 10 lbs. of force frequently, and/or a negligible amount of force constantly to move objects.

Date created:	9/11/2018
Dates revised	02/02/2023