

Town of Hampstead, NH

POSITION: Secretary
FLSA STATUS: Non-Exempt
LABOR GRADE: 4

DEPARTMENT: Building/Assessing
REPORTS TO: Code Enforcement Officer
DATE: March 2019

GENERAL SUMMARY

Performs clerical work in support of the Building/Assessing Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Processes all permits issued by the Building Department, including accepting applications, checking for correct information, collecting fees and preparing Cash Transmittal to the Treasurer.
- Tracks and files Planning Board and Board of Adjustment actions.
- Schedules appointments for the inspectors, notifies inspectors of pending appointments, and keeps an updated log and file.
- Provides information to citizens on construction projects, permit processes, inspection processes, codes, zoning regulations, property uses, and assessing processes.
- Processes correspondence as directed by Inspectors, Assistant Code Enforcement Officer and/or Department Head and Assessor.
- Provides information on assessments, exemptions, and abatements in the absence of the Assessor.
- Processes transfers of property.
- Accepts applications for exemption, and processes information for the Assessor.
- Schedules appointments for the Assessor.
- Provides the Assessor with copies of permits to update assessments.
- Maintains and updates building and assessing files, both written and computerized.
- Establishes and maintains effective relations with the community.
- Effectively handles inquiries from the public regarding codes, ordinances and statutes, and assessments.
- Processes Current Use, Intent to Cut, abatements and tax-exempt property files.
- Provides information and processes applications on Board of Adjustment issues, to citizens.

OTHER DUTIES AND RESPONSIBILITIES

Performs other related duties as requested.

SUPERVISORY CONTROLS: The Code Enforcement Officer provides continuing or individual assignments by indicating generally what needs to be done, limitations, quantity and quality expected, deadlines and priority of assignments. The supervisor provides additional, specific instructions for new, difficult or unusual assignments including suggested work methods or advice on source material available. The employee uses initiative in carrying out recurring assignments independently without specific instruction in accordance with Town policies and procedures, exercising a high degree of judgment and tact, but refers deviations, problems and unfamiliar situations not covered by instructions to the supervisor for decision or help. The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

GUIDELINES: Guidelines include NH Statutes and Town ordinances, policies and procedures. These guidelines are generally clear and specific but may require some interpretation in application. The number and similarity of guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references and procedures for application and in making minor deviations to adapt the guidelines in specific cases. At this level, the employee may also determine which of the several established alternatives to use. Situations to which the existing guidelines cannot be applied or with significant proposed deviations from the guidelines are referred to the supervisor.

COMPLEXITY: The work consists of duties that involve related steps, processes, or methods. The decision regarding what needs to be done involves various choices requiring the employee to recognize the existence of, and differences among, a few easily recognizable situations.

SCOPE AND EFFECT: The work involves the execution of specific rules, regulations or procedures and typically comprises a complete segment of an assignment or project of broader scope. The work product or service affects the accuracy, reliability or acceptability of further processes or services.

PERSONAL CONTACTS: The personal contacts are with employees within the immediate organization, office, project or work unit and in related or support units. The contacts are with members of the general public in very highly structured situations, i.e., the purpose of the contact and the question of with whom to deal are relatively clear.

PURPOSE OF CONTACTS: The purpose is to obtain, clarify or give facts or information regardless of the nature of those facts, i.e., the facts or information may range from easily understood to highly technical.

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

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms, speak, see and hear. Employee must occasionally lift/move up to 25 pounds.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is primarily performed in office setting.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: Positions at this level have no formal assigned supervisory responsibility or authority. Employees are responsible only for the performance of their own assigned work. They may be asked to train new employees in the fundamentals of the job or to participate in cross-training of other employees in the department, but such assignments do not include the on-going authority to assign and review the work of other employees or to recommend or take corrective action with regard to the performance of other employees.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience

- Knowledge and level of competency commonly associated with completion of specialized training in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the job usually associated with having had a similar position for two years.

Knowledge, Skills and Abilities

- Knowledge of Town ordinances, policies, practices and procedures.
- Knowledge of building and zoning codes.
- Knowledge of state RSAs as they pertain to assessing (exemptions, etc.).
- Knowledge of modern office practices, procedures, and equipment, including the use of computers for data entry.
- Knowledge of the principles and practices of public records management.
- Skill in the use of a computer, copier, fax, typewriter, calculator, deed reader, etc.

- Skill in public and interpersonal relations.
- Skill in the use of computer software.
- Skill in the use of building files, assessing files, property records, building and zoning codes, accounting files; Planning Board and Zoning Board records.
- Skill in organization.
- Ability to process permits, maintain accurate and current records, type certificates of occupancy and process cash transmittal records.
- Ability to effectively present information and respond to questions from department heads and the general public.
- Ability to work with other departments and the public.
- Ability to work independently.
- Ability to solve practical problems and deal with a variety of tasks and issues.
- Ability to follow instructions furnished in written or verbal form.
- Ability to communicate orally and in writing.
- Ability to draft reports and business correspondence using Microsoft Office products.
- Ability to learn and utilize Building Department and assessing software applications to record data and produce reports for inspectors and other Town officials.
- Ability to multi-task, prioritize, organize and perform work independently.
- Ability to maintain harmonious and effective working relationships with personnel, elected officials, consultants, contractors and the general public.

LICENSING AND CERTIFICATION

None

TOOLS AND EQUIPMENT USED

Computers, calculator, copier, fax machine, phone and other general office equipment.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.