



JOB DESCRIPTION

TITLE: Administrative Assistant II
DEPARTMENT: Community Development Department
GRADE: 11
FLSA: Non-exempt
EEO DESIGNATION: Administrative Support
REVISION DATE: 4/13/2018

POSITION SUMMARY

The position works under the direction of the Community Development Department's Office Manager and is responsible for assisting with a variety of clerical and administrative duties to facilitate the coordination of all matters pertaining to the Community Development Department. In addition, this position will provide occasional clerical assistance to the Engineering Division.

ESSENTIAL FUNCTIONS:

- Assists the Community Development Department's Office Manager in all her/his duties, including the following:
 - Assists the public by answering general questions concerning development applications, planning submittals, building licenses, plans examination, code enforcement, building inspection, and administrative procedures and policies.
 - Receives and tracks applications, reports, plats, drawings and other documents related to development within the City and distributes documents to the assigned parties for review.
 - Creates files for each complete development application, at time of submittal, and maintains the files until the project is complete.
 - Assists with tracking budget on projects and bond payments and releases.
 - Directs all phone calls to appropriate personnel.
 - Schedules meetings as needed.
 - Promotes a high level of customer service and good public relations.
- All other duties and responsibilities, as required.

MINIMUM QUALIFICATIONS:

Must be a high school graduate or G.E.D. equivalent with a minimum of 2 years clerical experience. Must be proficient in Word and Excel. Ability to follow city policy, establish priorities, and accomplish duties in a timely manner. Must possess a valid Utah Driver's License.



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KNOWLEDGE, SKILLS AND ABILITIES

1. Must have excellent computer skills and ability to learn new software programs.
2. Telephone procedures and etiquette; correct English usage, spelling and vocabulary.
3. Provide customer service and answer customer or public inquires.
4. Type letters or correspondence and take messages.
5. Obtain information from individuals, residents, etc.
6. Process purchasing and payment requests.
7. Greet customers, guests and visitors in a professional and polite manner. Use time productively, without close supervision.
8. Must be able to project a professional image when serving the public and respond to complaints with a high level of courtesy and a strong public service orientation.
9. Ability to communicate effectively with the public under potentially adverse circumstances and to work well with supervisors, co-workers, and employees in other departments.

WORKING CONDITIONS AND PHYSICAL DEMANDS:

Generally comfortable working conditions with intermittent sitting, standing, and occasional travel to City locations. Requires telephone conversations, use of electronic mail, and working with the public in a variety of conditions. Work is often performed under deadlines and time constraints.

The City of Draper is an equal opportunity employer without regard to race, color, religion, national origin, disability, genetic information, sex or age.

The intent of this job description is to provide a representative summary of the major responsibilities and duties performed on the job. It is not intended to be an exhaustive list of all job-related duties and responsibilities that an employee may perform. An employee in this position will be required to perform any other job-related duties required by their supervisor. This job description is not intended to and does not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.