



Town of Danvers Position Description

Title: Regulatory Board Administrative Assistant	Classification: Union
Department: Planning Division (LUCS)	Grade: 4
Reports to: Director of Planning & Economic Development	FLSA Status: Non-Exempt
Effective Date: 3/2/2021	Union Status: AFSCME Unit D

GENERAL SUMMARY:

Under the general direction of the Planning Director, performs a variety of administrative tasks in support of the staff, services, programs, and board and commissions of the Planning Division. This position performs a variety of responsible duties which require considerable attention to detail, accuracy and the exercising of good judgement in carrying out operations.

ESSENTIAL FUNCTIONS:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Performs a wide variety of complex and routine administrative tasks in support of the Planning division and operations; answers and routes phone calls; composes, prepares and distributes correspondence and reports; creates and edits forms, procedures, and documents; develops, coordinates, and takes responsibility for efficiently-run office systems; opens, screens, and distributes incoming mail and electronic system messages; maintains filing system; schedules meetings for The division.
- Assists with meetings of the Conservation Commission, Preservation Commission, Planning Board, and Zoning Board of Appeals as required, and may prepare and distribute records of their proceedings; organizes agendas; maintains calendar of critical dates in review of development plans.
- Provides direct administrative support to the Planning Board, Conservation Commission and Zoning Board of Appeals to assist in their permitting functions; reserves meeting rooms, may record meeting minutes, posting meetings, advertising public hearings and mailing notices of meetings.
- Assists staff with inquiries and provides information on behalf of planning staff and regulatory boards; responds appropriately to complaints from the public; must be able to identify and understand problems to determine appropriate course of action, including using appropriate judgement as to what requires immediate attention from the Planning Director.
- Maintains permitting database to track fees received and project accepted, in review, and completed.
- Works with public in locating submitted plans and assists in the application process for permits and approvals under zoning, environmental, and subdivision regulations.
- Maintains and updates the division, boards and commissions webpages.
- Establishes and maintains a permanent, accurate and functional filing system in accordance with the Public Records Act to ensure access to all current and past records.
- Assists in the development of notices, flyers, brochures, newsletter, media releases, and other informational materials about meetings, programs and services.
- Performs special projects and other related duties as requested.

MINIMUM QUALIFICATIONS:

- Graduation from high school, trade school, or equivalent required. Associate's Degree preferred. Three (3) years of planning office experience or municipal office experience; or any equivalent combination of education, training and experience.
- Experience working with the public and responding to customers service requests preferred.
- Advanced understanding with computers and Microsoft Office is required.

- Valid driver's license.
- Must be fully committed to providing service excellence to every person who visits, works, or resides in the Town of Danvers by embodying the organization's five core values: inclusion, integrity, accountability, positivity, and collaboration.

KNOWLEDGE, ABILITY AND SKILL

Knowledge: Thorough knowledge of office practices and procedures and familiarity with the laws and regulations affecting the Planning division. Work involved use of complex procedures requiring special knowledge or ability and application of independent judgement.

Ability: Ability to deal appropriately and tactfully with the general public. Ability to communicate effectively in a professional manner with all departments and the public. Ability to plan, organize and collaborate with others effectively. Ability to keep accurate complex records and generate reports accordingly. Ability to perform in a fast-paced office environment. Ability to prioritize multiple tasks and deal effectively with interruptions. Ability to manage several projects at the same time. Ability to operate a computer and be proficient in the use of standard office applications and database applications.

Skills: Excellent planning, time management and organizational skills. Strong computer skills. Excellent customer service and organization skills, excellent time-management skills, excellent written and verbal communication skills, strong project management skills and experience in establishing and maintenance of employee confidential files and record keeping. Excellent attention to detail.

SUPERVISION

Received: Works under the general direction of the Planning Director, and in accordance with the applicable provisions of the Massachusetts General Laws.

Exercised: none.

WORKING CONDITIONS & PHYSICAL DEMANDS:

Job Environment

- Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a moderately noisy work environment, with constant interruptions. Frequently subjected to the demands of other individuals and the volume and/or rapidity with which tasks must be accomplished.
- Makes frequent contact with the public, department heads, other Town employees. Contacts are in person, by phone, email and group meetings and involve an information exchange dialogue.
- Has access to employee-related confidential and/or sensitive information.
- Errors could result in delay or loss of services, and significant monetary loss and/or legal repercussions.
- May be required to work additional/extended hours from time to time.

Physical Requirements

(The physical demands described 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.)

Regularly required to walk, stand, sit, talk, and hear; Operates computer, printer, video display terminal, typewriter, calculator, telephone, copier, facsimile machine and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.; pick up paper, files and other common office objects. The employee may occasionally lift and/or move objects weighing up to 20 pounds. Ability to view computer screens and work with details for extended periods of time. Must be able to communicate written and verbally. Vision and hearing at or correctable to normal ranges.

NOTICE:

- The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.
- 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.
- This job description does not constitute an employment agreement between the employer and employee, and is subject to change, as the needs of the employer and requirements of the job change. Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer.

Approved by:

Jen Preaker

Human Resources Director

03.08.21

Date

[Signature]

Union Representative

3/4/2021

Date

Received by:

Employee

Date

Human Resources

Date