



City of Waukeee

## Administrative Assistant - Community Development

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|---------------------|----------------------------|---------------------|--------------------|
| <b>SALARY</b>       | \$25.50 - \$29.83 Hourly   | <b>LOCATION</b>     | Waukeee, IA        |
| <b>JOB TYPE</b>     | Full-Time                  | <b>JOB NUMBER</b>   | CD Admin Asst 2025 |
| <b>DEPARTMENT</b>   | Development Services       | <b>OPENING DATE</b> | 11/03/2025         |
| <b>CLOSING DATE</b> | 11/18/2025 4:00 PM Central |                     |                    |

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### JOB PURPOSE

Provides frontline customer service to members of the public visiting Community Development and administrative support to department staff and Director.

### ESSENTIAL FUNCTIONS & SUCCESS FACTORS

#### ESSENTIAL FUNCTIONS:

(Order of Essential Functions does not indicate importance of functions.)

- Provides exceptional customer service in-person, over the phone and via email to property owners, builders and contractors regarding permit applications, rental inspections, forms and timeliness.
- Screens and directs incoming telephone calls and walk-in visitors, answering questions in known subject matters, resolving minor customer complaints and forwarding other issues to appropriate staff member.
- Monitors workflow and maintains files related to building permits and the rental inspection program: inspection schedules, issuance of permits and inspection reports, through planning and permitting software.
- Provides forms, applications, brochures, pamphlets and related materials to the public as requested.
- Performs clerical duties and projects as requested by the Community Development Director or his/her designee.
- Types and prepares a variety of correspondence, memorandums, reports, and other documents, from general instruction using standard office software.
- Maintains an accurate and efficient filing system for the Community Development department. Monitors and purges files in accordance with applicable legal regulations and the City's retention schedule.
- Sorts and routes incoming departmental mail and prepares outgoing mail. Orders and distribute office supplies.
- Performs other duties or assumes other responsibilities as apparent or assigned.

#### SUCCESS FACTORS:

- Able to take action in solving problems while exhibiting judgment and a systematic approach to decision making.
- Able to effectively communicate orally (in person and over the telephone) and in writing (using electronic devices and handwritten) in English with other employees, vendors and the community.
- Ability to establish and maintain positive, professional working relationships with co-workers and supervisors.
- Ability to work with the public in a friendly tactful manner.
- Ability to use common Microsoft Office programs, such as Word, Excel and email.
- Ability to master planning and permitting software and processes for data entry, retrieval, routing and reporting.

- Display willingness to listen and learn.
- Show initiative to seek other work upon completion of a task.
- Safeguards confidential information and uses it or discloses it only as expressly authorized or specifically required in the course of performing specific job duties.
- Understand and internalize the importance of seeking resolution to problems and concerns by bringing them to the direct attention of the supervisor in a timely manner.
- Demonstrate sound time-management skills by effectively or efficiently organizing, prioritizing, and completing multiple assignments in a timely manner.
- Attentive to the City's standards for customer service, accuracy, quality, efficiency and all City policies and procedures.

## QUALIFICATIONS

### QUALIFICATIONS:

- High School diploma or General Education Degree (GED). Associate's degree or certificate in a related field from an accredited college, university or technical school preferred.
- Two years related work experience.
- Proficient in Microsoft Office Suite and data base management.
- Experience in public sector or development area preferred.

## PHYSICAL REQUIREMENTS & WORKING CONDITIONS

### PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is regularly required to sit, stand and move about the office; use hands and fingers to handle or feel objects, tools or controls; and reach with hands and arms. The employee is required to speak, hear and see in order to share information, receive instructions, type and complete tasks using a computer. The employee must occasionally lift and/or move up to 25 pounds.

### WORKING CONDITIONS:

The normal work environment is a modern, climate-controlled office building, with moderate levels of noise generated by conversations, phones and other office equipment.

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#### **Employer**

City of Waukee

#### **Address**

236 W. Hickman Rd

Waukee, Iowa, 50263

#### **Website**

<https://www.waukee.org/>