

**CITY OF STILLWATER  
JOB DESCRIPTION**

TITLE: Administrative Assistant	DEPARTMENT: Development Services
RANGE: 32	DIVISION: Administration
EFFECTIVE DATE: 12/2003	REVISION DATE: 2/2008

**APPROVALS**

Department Head	Human Resources Director	City Manager
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**PURPOSE OF POSITION:**

This position provides administrative and professional office support to the Development Services Department with primary areas of responsibility being managing the development review process and staff support to the department boards and commissions. The position reports directly to the Development Services Director.

**ESSENTIAL JOB FUNCTIONS:**

- Provide frontline customer service in the Development Services Center, including but not limited to: serving as primary receptionist for the department, determining the needs of customers and directing them to the appropriate person, answer and direct phone calls and inquiries, permit processing for building, land development, and various other permit applications, certificate of occupancy processing, and maintenance of the computerized land use and permitting system.
- Process development applications to include: Enter applications into the development application tracking system; assisting with tracking the progress of applications; providing information to staff, applicants, and citizens on the status of an application and on the application process itself; closing out completed projects.
- Process all payments received; invoice charge account holders; prepare daily deposits.
- Register licenses and handle annual renewal process for contractors and daycare providers; be able to identify those with current license registration.
- Maintain supply of application forms, ordinances and administrative practices that are regularly requested by customers. Assist with the creation of new documents and the updating of current documents.
- Input work order requests for water meters and process according to established practices.
- Assist in the mailing of legal notices as required.
- Assist with coordination of the operation of the Internal Review & Coordination Meeting, Stillwater Planning Commission, and Stillwater Board of Adjustment by setting up the rooms for the meetings, handling correspondence, and arranging meals.
- Oversee preparation for specifically assigned boards, committees, or groups by-preparation of written meeting summary reports, distribution of reports, maintenance of meeting records, setting up the rooms for meeting, the handling of correspondence and arranging meals.
- Prepare annual application submittal and meeting schedules for assigned board responsibilities, and keep brochures up-to-date.
- Assist with preparation of memoranda, minor reports, and letters of appreciation.
- Assist with verifying zoning and preparing certification letters, and researching previous cases or issues as requested.
- Prepare requisitions and processing of purchase orders for Development Services.
- Coordinate and oversee the department filing system maintenance and updating/upgrading; Sort, re-file, and destroy older records, both written and audio tapes in storage in compliance with state and local law and ordinances.
- Maintain Development Services reference manual(s) by inserting copies of resolutions and uncodified ordinances; ensure distribution of resolutions and uncodified ordinances to appropriate staff.

- Research information through City systems and County records to ensure accurate parcel identification, legal description, City Limit boundaries, and addressing; assist GIS in detecting errors and notifying for corrections.
- Performs related duties as assigned.

**EDUCATION, TRAINING & EXPERIENCE REQUIRED:**

- High school diploma, or equivalent, supplemented by training in use of computers and three (3) years of demonstrated responsible related administrative and/or professional/technical experience. Some college experience desirable.
- Demonstrated experience with work processing and spreadsheet use on a personal computer in Windows environment. (Microsoft Word & Excel used)

**SPECIAL CERTIFICATES, REGISTRATIONS, LICENCES REQUIRED:**

- Valid Oklahoma Driver's License

**SKILLS, KNOWLEDGE & ABILITIES REQUIRED:**

- Knowledge of typical administrative practices and processes associated with local government offices or functions, or ability to acquire and put such knowledge in practice.
- Demonstrate customer service skills.
- Techniques of technical and administrative research and report preparation.
- Familiarity with general computer operations and specifically Microsoft Office, and ability to adapt and learn to use new computer technology applications such as permit tracking software.
- Ability to establish and maintain effective working relationships with those contacted in the course of work utilizing a high degree of diplomacy.
- Ability to work in a team environment.
- Ability to understand and follow written and oral instructions.
- Ability to read and interpret plans, legal descriptions, and maps.
- Ability to attend meetings and write clear and accurate reports of meetings/actions in a timely manner.
- Ability to recognize and compare legal descriptions, zonings, and their general location on a map.
- Basic mathematical principles, English usage, spelling, grammar and punctuation.
- Knowledge of modern office practices, procedures, and equipment.
- Implement and maintain standard filing and accounting systems.
- Facility in communicating complex information between various City departments (Engineering, Electrical Distribution, Development Review, Fire Department, Water/Wastewater) and a specialized segment of the community (builders, developers, local citizens, engineers).

**PHYSICAL/MENTAL REQUIREMENTS:**

- Ability to drive desirable.
- Must be able to participate in evening meetings on a regular basis.
- May receive periodic assignments which require adjustment of schedule.
- Must possess mental acuity for attention to accuracy and detail.
- Must be able to handle occasional stressful situations.
- Must work well with multi-deadlines.

**ENVIRONMENTAL & SAFETY CONCERNS:**

- General office safety procedures must be followed.
- Requires periods of prolonged sitting at a computer terminal.

**JOB LOCATION:**

- Work performed primarily in an indoor office setting.