RESOLUTION NO. 033-13

A RESOLUTION OF THE CITY OF PORT ORCHARD,
WASHINGTON REPEALING RESOLUTION NO. 041-12 AND
ADOPTING THE COMMUNITY DEVELOPMENT-DCD FRONT
COUNTER CLERK POSITION AND JOB DESCRIPTION.

WHEREAS, it is necessary for the city to periodically review the duties and
responsibilities of all employment positions, and

WHEREAS, the position of the DCD Front Counter Clerk has been reviewed
and based upon the proposed job duties it is determined that it is appropriate to
approve the Community Development’s - DCD Front Counter Clerk; now therefore,

THE CITY COUNCIL OF THE CITY OF PORT ORCHARD,
WASHINGTON, HEREBY RESOLVES AS FOLLOWS:

THAT: Resolution No. 041-12, is hereby repealed in its entirety.

THAT: The Associate Planner- Job Share position is eliminated.

THAT: The Community Development-DCD Front Counter Clerk position will be
established, attached as Exhibit A.

PASSED by the City Council of the City of Port Orchard, SIGNED by the Mayor and
attested by the City Clerk in authentication of such passage this 10th day of December
2013.

ATTEST:

Brandy Rinearson, CMC, City Clerk

[Signature] Timothy C. Matthes, Mayor
CITY OF PORT ORCHARD

JOB DESCRIPTION

Job Title: DCD Front Counter Clerk
FLSA: Non-Exempt
Civil Service: Excluded
Department: Community Development
Reports To: DCD Office Manager/Permit Coordinator

This may be a full-time or part-time position. The regular working hours for the position and employee shall be set by the DCD Office Manager/Permit Coordinator. Attendance at evening meetings or other off-duty events is not a regular part of the duties of this position and is not anticipated; however the individual may from time to time be required to return to duty after normal work hours.

Major Function and Purpose

The DCD Front Counter Clerk performs skilled clerical duties and provides administrative support necessary to the efficient operations of the Department of Community Development.

General Function

The DCD Front Counter Clerk provides receptionist and clerical support, including filing, typing, copying, scanning, data entry into computer, and administrative support duties such as drafting or proofing letters, minutes, notices, informational brochures and documents, creating and maintaining spreadsheets, and any other general assistance to the Department.

Supervision Responsibilities

This position has no supervision responsibilities.

Essential Job Duties and Responsibilities

This job description reflects general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Specific duties and responsibilities include, but are not limited to duties and responsibilities represented in this job description in no way imply that these are the only duties to be performed. Employees occupying the position will be required to follow any other job-related instructions and to perform any other job-related
duties as assigned by the supervisor. Work is reviewed periodically for accuracy, adequacy, and adherence to instructions and established procedures.

- Answer and make telephone calls using a multi-line phone system. Maintain phone call log.
- Provide quality customer service at the front counter. Maintain visitor log.
- Answer general application submittal questions and provide accurate basic information.
- Perform permit status checks.
- Transfer calls and direct visitors to the appropriate personnel or department.
- Schedule appointments.
- Schedule building permit inspections.
- Receive and review permit applications for completeness.
- Receive, sort, log, and distribute incoming submittals, mail and faxes for the Department.
- Enter land use and building permit application data into permitting database.
- Verify contractor licensing and property ownership on permit applications.
- Provide scanning, copying, and printing services for application intake and distribution, and other office operations.
- Package approved building permits for pick-up, and issue permits at the front counter.
- File correspondence, permits, and various other materials. Maintain building, land use, and planning filing systems. Retrieve and copy documents from land use and building permit files for staff and public disclosure requests.
- Assist with mailing, correspondence, research, and meeting preparation.
- Operate office equipment such as copier, typewriter, personal computer/terminal, digital imaging scanners, printers, telephone, fax machine and calculator.
- Utilize word processing, spreadsheet, presentation, and page layout software for layout, formatting and publishing of documents, workbooks, brochures, letters, reports and plans.
- Mail letters relating to expired applications, permit extensions, expired permits, and other correspondence.
- Input data to electronic spreadsheets using computer. Utilize electronic data sources for mail merge, reports, and other applications.
- Maintain established rosters and data inventories.
- Maintain front counter area, lobby area, building files area and copy room as clean and functioning spaces.
- Maintain a supply of application forms, brochures, and other materials for public information.
- Monitor office supplies inventory. Place supply orders under direct supervision.
- Review draft correspondence, reports or other documents produced by other employees for spelling, grammar and format. This may include editing wording for clarity where original meaning is not changed. Proofread final drafts.

**Knowledge, Skills and Abilities**

While requirements may be representative of minimum levels of knowledge, skills and abilities to perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently.

Knowledge of:
- General office practices and procedures applicable to public office functions.
- Correct and effective use of business English, grammar, punctuation and business math.
- Standard formats of business correspondence and report organization.
- Office software applications: word processing, page layout, PDF conversion/editing, spreadsheets, database programs.
- General practices in care and operation of equipment used.
- Filing systems.
- Plans, specifications, maps, drawings, and construction documents for permit applications.
Skills and Abilities:
- Appear for scheduled work with regular, reliable and punctual attendance.
- Maintain a professional personal appearance.
- Maintain a professional demeanor even under a heavy workload or stressful situations.
- Respond to the public’s concerns and questions by communicating effectively and professionally via telephone and in person using tact, courtesy and good judgment even in adverse situations.
- Maintain the confidence, confidentiality and situational awareness that are necessary for support of the supervisor and operation of the department.
- Establish and maintain professional, effective, and courteous working relationships with other employees.
- Effectively work under conditions of frequent interruptions, high traffic and/or noise volume, shared space, and multiple deadlines, as required.
- Plan, organize and prioritize workload to complete tasks within prescribed timeframes.
- Demonstrate proficiency in writing and formatting documents, including grammar, spelling and proofreading.
- Apply good business communication principles in letters and electronic correspondence.
- Understand and execute tasks from complex oral and written instructions.
- Adhere to prescribed office routines and the policies and procedures of the department when performing assigned tasks.
- Work independently on routine responsibilities without repeated direction, and troubleshoot problems in assigned area of responsibility using instructional and procedural resources.
- Perform tasks with a high degree of accuracy and attention to detail.
- Operate standard office equipment and machines such as personal computer/word processor, calculator, copier, printer, scanner, fax machine, and multi-line telephone system.
- Type/keyboard accurately at 40 w.p.m.
- Accurately account for permit fees and receipts.

Working Conditions

Work is performed in an office environment. There are no extraordinary physical demands on the employee in this position. Repeated interruption of the work routine is typical. The work area can be noisy. Substantial telephone and in-person contact with the public, builders, engineers, contractors, developers, governmental agencies and departments require that the individual have the ability to communicate effectively. This position requires extensive reading and involves repetitive motion tasks. The employee will be required to answer telephones. Requires the ability to operate a personal computer/terminal and other office equipment.

Contacts and Relationships

The DCD Front Counter Clerk has extensive contact with the public, Department staff, and members of other departments.

Physical Requirements

Continuous repetitive arm/hand movement is essential to performance of this job. The incumbent in this position must be able to discern voice conversation. Must have the physical ability to perform all essential job functions. Exertion of force of 20 pounds occasionally and/or 10 pounds frequently to lift/carry/move objects or materials. Must have hand-eye coordination sufficient to operate computers and other office equipment. Must have the ability to produce handwritten documents.
Recruiting Requirements

- High school diploma.
- Prior office experience, including use of office equipment and machines is required.
- Knowledge and experience utilizing computer software including MS Office (Word, Publisher, Power Point and Excel) and Adobe Acrobat is required.
- Prior experience with Windows or Oracle database program is desirable.
- At least two years working for a Municipal or Government agency is desirable.
- Experience in land use and building permitting is desirable.
- Familiarity with International Building Code is desirable.
- All city employees must successfully pass a pre-employment Drug Testing as prescribed by the City’s Drug and Alcohol Testing Policy.

Experience and Training

Any combination of experience and training that provides the desired skills, knowledge and abilities.

This job description reflects general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned; including working in other functional areas to cover absences or relief, to equalize peak work periods, or to otherwise balance the workload.

Requirements outlined in this job description may be subject to modification to reasonably accommodate individuals with disabilities who are otherwise qualified for employment in this position. However, some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

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.