

DEPUTY TOWN CLERK

General Statement of Duties

Performs specialized responsible administrative work to support the Town Clerk function and developmental review and inspections programs for the Town.

Distinguishing Features of the Class

An employee in this class performs office and administrative work to support the Town Clerk, developmental review and building inspection functions, and permitting process for the Town. Work for the Clerk includes compiling agenda materials, updating Council web page, attending Council meetings as well as taking minutes. Work for planning and inspections includes assisting the public with a wide variety of information on development processes, submittal packet materials, and related regulations. Tasks include creating and maintaining a database tracking system to track approval, issuing approved permits, and coordinating inspections of construction projects in Town. Work is considered at the advanced journey level of administrative support and requires tact and discretion in handling sensitive or confidential matters in the program areas. The work requires considerable knowledge of Town Clerk statutory requirements, developmental review processes, building, and other codes, permitting and inspections procedures, and the ability to interpret and apply regulations to contractors, builders, and the general public. Work also requires strong office technology, customer service, and conflict resolution skills. Sound judgment is required in performing the tasks. Work is performed under regular supervision and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

Duties and Responsibilities

Essential Duties and Tasks

Provides support to the Town Clerk in compiling, preparing, and distributing Council agendas, taking Council minutes, advertising meetings, and maintaining rosters and databases.

Attends Planning Board and Board of Adjustment meetings; prepares meeting notes and minutes.

Assists homeowners, developers, contractors and others with understanding and following the planning, permits and inspections process; handles public requests for services; takes requests for inspections and re-inspections, and schedules for specific day; answers telephone and takes messages.

Provides assistance to the public to obtain electrical, mechanical, plumbing, building, fire, CAMA, floodplain and other miscellaneous permits.

Provides assistance to the public regarding outdoor events approval, bulk waste permits; recycling and trash can swap out or replacement and related items.

Enters permits into database upon receipt.

Issues building and zoning permits upon approval of applications; determines and collects applicable fees and provides receipts.

Compiles data and statistics and prepares various reports; prepares correspondence, memoranda, notes, reports or other materials using a word processing system; reviews work for compliance with instructions, spelling, punctuation and basic grammar; proofreads materials.

Attends training to maintain needed certifications and enhance knowledge.

Additional Job Duties

Provides backup for other staff as needed

Performs related duties as assigned.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Knowledge of the statutory requirements and laws related to the municipal clerk role.

Thorough knowledge of permitting and development review procedures and processes for the Town including building, fire, flood plain and zoning permitting requirements. and other related laws, ordinances, codes, policies and procedures.

Considerable knowledge of modern office technology hardware and software used for word processing, database management, spreadsheets, email and for specialized inspections applications.

Considerable knowledge of arithmetic and its uses in general office work.

Knowledge of building codes, zoning ordinances, flood control ordinances, and related development issues of the Town.

Working knowledge and ability to use correct grammar, vocabulary and spelling.

Working knowledge of North Carolina contracting regulations and licensing requirements.

Working knowledge of North Carolina General Statutes and Ordinances.

Skill in customer service excellence, teamwork, and collaborative conflict resolution.

Ability to create and maintain detailed records and files and to gather and compile data from a variety of sources.

Ability to communicate effectively with verbal, written, or spoken communication.

Ability to communicate building permitting requirements, basic code requirements, and regulations and give information and instructions on departmental programs and procedures.

Ability to communicate technical information to non-technical customers.

Ability to establish and maintain effective working relationships with Town Officials, supervisors, co-workers, builders, developers, and the general public.

Ability to organize work for efficient processing, set and follow effective work priorities and meet established deadlines.

Physical Requirements

Must be able to physically perform the basic life operational support functions of stooping, reaching, pushing, pulling, lifting, fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to compile and compute data and statistics, operate a computer terminal, proofread materials, and do extensive reading.

Desirable Education and Experience

Graduation from high school and considerable administrative support experience at the journey or advanced journey level, preferably in a municipal or construction-related public or private sector organization; or an equivalent combination of education and experience.

Special Requirements

Ability to obtain and maintain Municipal Clerk certification.

Ability to obtain and maintain Notary Public certification.