Town of Norton
Planning/Zoning Secretary

Summary of Duties

Administrative and secretarial work in assisting the Planning/Economic Development Director to discharge the functions of the office; office management work related to the accounting and administrative work of the department; acts as initial contact to public, all other related work as required.

Hours

This is a part-time position (16.5 hours).

Office Environment

- Works independently generally setting own daily work plan
- Performs work under typical office conditions with normal interruptions; work environment is moderately noisy.
- Operates computer, typewriter, telephone, facsimile machine, copy/scanning machine and all other standard office equipment in a proficient and effective manner.
- Makes frequent contact with the general public, other Town departments and officials, other government agencies; communicates by means of telephone, personal discussion, and correspondence; contacts with the general public are for the purpose of explaining policies/procedures and providing departmental routine-to-complex information; contacts with officials and employees are for the purpose of coordinating work effectively.
- Errors could result in considerable confusion, adverse public relations and legal and financial ramifications.

Supervision Received

The Secretary is appointed at the discretion of the Town Manager. The Secretary reports directly to the Planning/Economic Development Director.

Responsibilities

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.

General office tasks:

- Responsible for assisting in the efficient operation of the office, through the performance of various administrative and secretarial functions and the development of office procedures. Is responsible for administrative duties including, but not limited to, correspondence, accounts receivable, accounts payable, payroll, general filing, purchasing supplies and equipment and file maintenance. Typing, computer skills in Word, Excel, Office, Adobe, Outlook and Internet required; proficiency in Powerpoint and Google documents preferred.
- Act as primary liaison, handles inquiries, provides procedural and basic information.

- Accept and process applications for Zoning Board of Appeals and Planning Board, record with Town Clerk, and distribute to Town Staff as needed.
- Post Public Hearing notices and agendas with Town Clerk.
- Process and mail legal notices and abutter notifications.
- Complete and distribute Planning Board and Zoning Board of Appeals Board packages by email and coordinate information for distribution at meetings.
- File decisions and meeting minutes with Town Clerk for Planning Board and Zoning Board of Appeals.
- Process peer review funds and refunds when needed.
- Maintain all public records per record keeping schedule and for public viewing.
- Maintain electronic and paper files and file logs for all Zoning Board of Appeals and Planning Board applications.
- Ability to assist with preparation of Planning documents and reports
- Update Planning and Zoning web pages.

Recommended Minimum Qualifications

- *Education:* High school diploma; Associates Degree in a related field of endeavor preferred.
- *Experience*: Three (3) years of experience in general clerical and secretarial work, with planning/zoning experience as highest preference, followed by municipal experience preferred; related experience in bookkeeping and computers.
- *Substitutions*: Additional years of relevant education may be substituted for the experience requirement on a year for year basis.

Knowledge, Abilities and Skills

Knowledge of standard office practices, procedures and equipment. Knowledge of standard accounting in support of the department; ability to prepare official documents and correspondence. Knowledge and ability to employ records management practices. User knowledge of personal computers and Windows-based software programs; skill and ability to operate a personal computer and a variety of office equipment.

Ability to maintain accurate and detailed records. Ability to multi-task, organize, work independently, accomplish tasks and meet deadlines despite frequent interruptions in a fast-paced environment while maintaining attention to detail. Ability to interact tactfully and effectively with Town employees, supervisors, officials and the general public. Good communication skills; ability to communicate effectively both verbally and in writing. Excellent typing and secretarial skills. Excellent customer service skills.

Physical Requirements: Minimal physical effort generally required.

Ability to operate a keyboard at efficient speed and sit at a computer for long periods of time. Specific vision requirements include close vision and the ability to adjust focus. Ability to talk, hear, walk, stand, stoop, kneel, crouch, reach, and sit. May be required to push, lift or carry objects weighing up to 30 pounds.