

Clerk III - Floater
Department of Planning and Development

Class Title: Floater Clerk III - Department of Planning and Development

Class Definition: This person will assist in the various Bureaus of the Department as needs require. Working under the direct supervision of the Bureau Chiefs (Chief Health Administrator, Chief Codes Administrator, Chief Planner) and under the general direction of the Director of the Department of Planning and Development, the incumbent performs responsible, difficult, and complex clerical and administrative work involving the exercise of independent judgment; does general clerical and administrative duties and may be required to monitor the work of others; and related work as required by the Department.

Distinguishing Features of Work: Typing and/or word processing may vary in amount from full time to a small but necessary part of the work and the materials prepared may be of any variety, with respect to subject matter or format, but the difficulty and responsibility of other clerical work performed is controlled in allocation to this class. Work usually involves application of individual initiative and judgment with review or assistance only upon request in exceptional cases. Work frequently involves complete immediate responsibility for carrying through entire procedure of considerable importance in departmental operations. Work is usually performed independently, but a supervisor is generally available for advice in unusual or difficult problems. A person in this position interacts frequently with members of the general public.

Examples of Work: (Note: The following examples of work are only illustrative of the kind of work to be performed by persons of this class, and are not intended to be all-inclusive or exclusive. 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). This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

When working for the Health Bureau, is responsible for the performance of a variety of routine confidential, responsible, difficult, and complex clerical, secretarial, and administrative work in keeping official records involving the exercise of independent judgment. Typing, data collection, organization, validation and input into software may vary in amount from full-time to a small percentage of time but is a primary component of the work. Duties and responsibilities in the Bureau of Health include but are not limited to the following: Performs routine clerical and administrative work in answering phones, receiving the public, providing customer assistance, data processing, and bookkeeping. Answers in-coming calls and routes callers or provides information as required. Operates radios as needed and assists in radio communications; operates base radio as required. Operates listed office machines as required. Prepares purchase orders as required; receives, stamps and distributes incoming mail, processes outgoing mail; types and edits a variety of correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness. Inputs data to standard office and department forms; makes simple postings to accounts; compiles data for various reports. Prepares records such as notices, minutes, and resolutions. Acts as custodian of departmental documents and records. Establishes and maintains filing system, control records and indexes using moderate independent judgment. Schedules appointments and organizes the activity of the Health Bureau personnel including routine inspections and communications regarding environmental issues in coordination with federal, state, county and local agencies for regulatory purposes. Maintains files of a highly confidential nature. Attends meetings and records minutes as required. Issues routine non-technical permits. Makes decisions within limits as need indicates. Performs complex administrative work involving the preparation, indexing, filing, and otherwise processing a body of documents, forms, or acquired data for health license applications, the status of food establishments, and special events.

When working for the Codes Bureau, provides a variety of codes enforcement and building related information to the public and governmental agencies. Performs routine clerical and administrative work in answering phones, scheduling appointments, receiving the public, providing customer assistance, cashiering, data processing, and bookkeeping. Receives incoming calls, provides information as required, determines nature and urgency of calls, and helps to coordinate appropriate responses. Records and files citations; assigns case number to incidents and maintains report files. Receives requests from code officers on call for special or specific information; follows up with appropriate information and relays the same back to the officer. Composes, types and edits a variety of correspondence, reports, memoranda, and other materials requiring independent judgment as to content, accuracy and completeness. Acts as custodian of departmental documents and records. Establishes and maintains filing system, control records and indexes using moderate independent judgment. Maintains inventories and orders departmental supplies and materials. Maintains departmental time sheets and other records and files as may be deemed necessary. Operates radios as needed and assists in radio communications. Receives the public and answers questions; responds to inquiries from employees, citizens, and others, and refers when necessary, to the appropriate persons. Operates listed office machines as required. Receives, stamps, and distributes incoming mail and processes outgoing mail. Provides general zoning, building and related code information requirements and application forms to permit applicants and the general public. Provides guidance in filling out various permit applications and forms, making sure applicants understand the permitting process and the necessary information and attachments required to submit an accurate and complete application. Processes permit applications by accepting the application, checking for accuracy and completeness, receipting it in, calculating fees, routing to appropriate review staff, monitoring application progress for status reports, and preparing plans and permits for issuance; issues permits within scope of authority and responsibility assigned. Maintains accurate and timely records of the permit process; inputs, maintains and compiles a variety of data on permitting activity, such as the number of permits by type, valuation, permit fees, review time, problem areas, conditions imposed, actions taken, etc. Assures that policies and procedures are followed in all aspects of the permit application process. Prepares, maintains and stores records, files and logs related to permit issuance and inspections. Assists in the scheduling of requests for field inspections and maintains an inspection activity log. Assists in coordinating the permitting process with building officials, inspectors, planners, engineers, fire inspectors and other bureau and department staff members. In cooperation with the planning, fire and other departments, creates, establishes and monitors the addressing system for both new and existing buildings. Assists in the resolution of complex and sensitive customer service issues, either personally, by telephone or in writing. Maintains records and documents of customer service issues and resolutions. Issues routine non-technical permits. Operates a vehicle to run errands. May occasionally be required to assist in zoning activities.

When working for the Planning Department, receives the public and answers questions; responds to inquiries from employees, citizens and others and refers, when necessary, to appropriate persons. Operates listed office machines as required. Prepares and monitors work orders; receives, stamps and distributes incoming mail, processes outgoing mail; composes, types, and edits a variety of correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness. Inputs data to standard office and department forms; compiles data for various reports. Acts as custodian of departmental documents and records by maintaining filing systems, control records and indexes using moderate independent judgment, and performs other administrative and clerical duties. Issues routine non-technical permits. Posts records, prepares bills in accordance with instructions, takes balances, prepares information and reports.

Tools and Equipment Used: Personal computer, including word processing and specialized software, two way radio, phone switchboard, typewriter, calculator, fax machine, and copy machine.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle or operate objects, or controls; reach with hands and arms; climbs or balances; stoops, kneels, or crouches.

The employee must occasionally to lift and/or move more than 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee will almost always work indoors. The noise level in the work environment is usually quiet to moderately noisy.

Necessary Knowledge, Skills, and Abilities: Extensive knowledge of departmental programs, policies, and operations as applied to the work. Working knowledge of code enforcement principles, procedures, and techniques. Some knowledge of Uniform Building and Housing Codes and general land use development; working knowledge of zoning regulations; working knowledge of building administration. Considerable knowledge of manual and computerized record keeping systems. Ability to read and understand simple plans and blueprints. Ability to work under stressful conditions and with frequent interruptions. Working knowledge and understanding of operation of computers and peripheral equipment and network operation, Excel, Microsoft Word and/or Word Perfect, and other applicable specialized software programs. Proficiency in the operation of listed tools and equipment. Must be able to read and write the English language and have the ability to communicate effectively orally and in writing; ability to learn the applicable housing and code laws, City ordinances and departmental rules and regulations; ability to establish and maintain effective working relationships with subordinates, peers and supervisors, as well as with contractors, developers, architects, engineers, property owners, and the general public, both over the telephone and in person. Ability to work with angry or difficult customers. Ability to learn the City's geography. Ability to maintain clerical records of some complexity and to prepare reports from such records. Ability to communicate effectively verbally and in writing. Ability to establish and maintain successful working relationships with co-workers, supervisors, and the public. Professional telephone skills are required. Ability to understand and follow oral and written instructions.

Qualifications Required for Appointment: Graduation from a high school or GED equivalent. Two years of general office, communications, accounting and bookkeeping, or records management; related experience, or any equivalent combination of related education and experience. No felony convictions or disqualifying criminal histories within the past seven years. Experience in progressively difficult administrative work. Ability to learn the City's geography. Must possess the ability to run programs and work with same on mainframe computer as well as on a personal computer. Proficiency in the use of a personal computer, including word processing and specialized software and other office equipment. Must possess, or be able to obtain by time of hire, a valid Pennsylvania driver's license.

Work Schedule: Per established departmental policy