

Northfield Township
Front Desk Clerk/Building Department Assistant

SUMMARY:

Primary responsibilities of the front desk clerk is receipting of monies payable to the Township through the various departments, scheduling inspections through the building department, organizing building files, receiving building permits, and general administrative duties for the Township Administration. First point of contact with the general public; receiving and greeting visitors and/or callers; determining individual needs and provides assistance by giving directions, information, written materials to the appropriate department or official.

RESPONSIBILITIES:

- Answer multi-line telephone and route calls.
- Answer questions and provide information to the public; receive citizen and client questions and concerns, and refer to appropriate staff for resolution.
- Receive visitors for the Township Administration.
- Issue burning permits.
- Assist homeowners with general tax and sewer billing inquiries, printing tax and sewer bills and/or receipts, and processing payments under the direction of the Treasurer/Deputy Treasurer and Deputy Clerk.
- Prepare and maintain a variety of files and filing systems. Prepare, maintain and update various records; research and verify information as requested, etc.
- Receipt and process cash, check, and credit card payments at the counter for sewer payments, tax payments, building permits, etc. in a timely manner.
- Receive and distribute forms and applications for Zoning Compliance Permits, Building, Electrical, Plumbing and Mechanical Permits, applications, etc. Assist the assessing/building assistant with any administrative work needed for receiving, organizing, and filing any regulatory approvals needed for development (i.e. site plan, conditional use, zoning changes, etc.)
- Assist in the calculation of permit fees and ensure proper payment and receipt of funds for all building permits.
- Maintain stock of office supplies and coordinate maintenance on office equipment as needed.

- Collect and properly disperse incoming daily mail.
- Perform other tasks and projects as assigned.

GENERAL INFORMATION

Education / Experience:

- Minimum of a High School Diploma or equivalent required; some college or Associates degree preferred.
- Excellent customer service skills.
- Excellent verbal and written communications skills.
- Ability to work efficiently with multiple interruptions.
- Must be able to work in a team oriented office setting and maintain cooperative working relationships with staff, public officials, and the public.
- Comprehensive ability to effectively utilize a personal computer and related word processing, spreadsheet, and database management programs.
- Ability to constructively deal with conflict and afford effective resolutions.
- Proven ability to organize and manage competing priorities.

Hours:

Part-time, up to 30 hours per week.

Benefits:

As provided under Employee Handbook

Starting Salary:

As advertised and/or depending on qualifications

Reports to: Township Manager