

CITY OF EAST PROVIDENCE
EMPLOYMENT OPPORTUNITY



OFFICE SUPERVISOR / PERMIT MANAGER
EPPMTEA UNION

(Pay Grade 34) \$48,904 - \$58,012

Under the general supervision of the Building Official & Zoning Official, administers day-to-day office operations and performs related work as required. Performs varied clerical, administrative, secretarial and support tasks required to assure the effective and efficient operation of the Building Inspection and Zoning Office. The job requires the use of good judgement in the application of prescribed procedures and methods in routine building and zoning matters. Depending on the nature of the assignment, the work may be done under close or general supervision. Provide leadership, guidance and direction for the other clerks (if applicable) in the department; handle complex problems and assure the effective coordination of office work and inspections. Provide customer assistance, answer telephones and answer questions from the public.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manages and Supervises clerks within the Building, Zoning and Minimum Housing Department.
- Viewpoint permit system admin: draft/create new permits and modify existing if/when needed. Communicate with other divisions and modify permit system for their needs
- As permit admin: move permits forward to appropriate inspectors for review.
- Check permit portal daily for inspection requests and schedule accordingly.
- Process permit payments.
- Assembles a variety of data from office records/permit portal and incorporates into various reports as needed.
- Answer phones and schedule inspections and gives general information in response to public or official inquiries.
- Assist supervisor in assigning office work and scheduling inspections in such a manner to assure equitable distribution of the workload to meet required deadlines.
- Track work progress and identify backlogs or related problems. Assist supervisor in adjusting work accordingly.
- Serves as advisor on complex or difficult problems and/or handles the complex features of the work as they arise. Ability to determine when problems should be escalated to supervisor.
- Ability to effectively meet and communicate with the public requiring courtesy, discretion and sound judgment.
- Assist customers at the counter with the permit application process
- Supervise other clerks within the division.
- Good knowledge of computers, data processing software, and modern office practices & procedures.
- Some knowledge of basic bookkeeping desired.
- Receive, open, and distribute mail and other related materials.
- Review accounts, reports and other documents to ensure accuracy and conformity with established procedures.
- Cross index and file documents and correspondence alphabetically, numerically and/or by predetermined classification. Search and locate file material as required.
- Issue and receive zoning applications and permits. Answer inquiries according to established departmental policy.
- Operate listed office machines as required.
- Compose, type, and edit correspondence, reports, memoranda, and other material.
- Maintain department personnel and leave records; collect, complete and maintain payroll records.
- Maintain a record of department expenditures; check invoices for payment, and check shipments received.

- Maintain office supply inventory and restocking as required.
- Collect and record fees for variances, special use permits, and appeal applications. Calculate and collect CE/ADA and Radon Fees; submit fees to the State Building Commissioners Office and RI Department of Health respectively.
- Primary responsibility to train and direct new or temporary personnel. Other clerks may be required to assist based on specific instruction.
- Other duties as assigned.

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of computers and electronic data processing.
- Working knowledge of modern office practices and procedures.
- Ability to effectively meet and communicate with the public requiring courtesy, discretion, and sound judgement.
- Ability to make relatively complex mathematical computations accurately & efficiently.
- Ability to make minor decisions in accordance with laws, ordinances, regulations and established organizational policies.
- Some knowledge of basic bookkeeping.

MINIMUM QUALIFICATIONS

High School Diploma or GED equivalent. A minimum of two (2) years of progressively responsible clerical/secretarial experience. Experience with Microsoft Office programs to include Word, Excel, and Outlook. Qualification in typing and word processing with a high degree of accuracy at a fair rate of speed; or any equivalent combination of experience and training necessary to meet the desired knowledge, skills and abilities of the job.

EXAMINATION WEIGHT

Oral 100%

Please apply online at:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=7194c980-8645-4d6c-a63d-4aa97ffa0bad&ccId=19000101_000001&type=JS&lang=en_US



Application and resume must be submitted no later than Friday, February 10, 2023 by 4:00 p.m.

At the City of East Providence we celebrate the diversity of our citizenry, and are proud to encourage inclusiveness in our workforce. We do not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services.

ADA/AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

Posted 1/31/2023