

**OFFICE ASSOCIATE/CUSTOMER SERVICE POSITION  
BUILDING/ZONING DEPARTMENT  
CITY OF WILLOUGHBY**

The City of Willoughby is hiring an Office Associate to provide clerical and customer service support to the Building and Zoning Department. This position will play a vital role in the Building department as they will generally be the first point of contact for homeowners and general contractors living and working in Willoughby.

This position that will report directly to the Chief Building and Zoning Inspector and will also serve as back-up support to the Public Service Department. The successful candidate must possess a High School diploma or equivalent and ideally will have two or more years of clerical/customer service experience in a local government setting or an equivalent combination of education and experience to provide sufficient evidence of successful performance of the essential duties of the job.

Candidates must possess strong customer service, administrative and organizational skills and have a working knowledge of MS Excel and the entire MS Office package. Strong preference for those with experience using Franklin Systems – BDS Software. Interested candidates should send a resume along with a salary history to Human Resources Department, Willoughby City Hall, 1 Public Square, Willoughby, OH 44094 or [HRjobs@willoughbyohio.com](mailto:HRjobs@willoughbyohio.com) by March 15, 2023. Refer to <http://willoughbyohio.com/government/employment/> for more details.

If you wish to email your resume, please include the phrase “Building Department Office Associate position” in the subject line of the email.

AN EQUAL OPPORTUNITY EMPLOYER



## **BUILDING DEPARTMENT OFFICE ASSOCIATE**

**RESPONSIBILITY:** Under supervision, performs general clerical/office/customer service activities to assist the Building Department in administering programs and services offered to the community and to provide general clerical support to the activities of managerial and/or professional staff. Incumbents interact with the general public by providing information and assistance as it relates to the department's activities/services, rules and regulations.

**EXAMPLES OF DUTIES:** (These are examples only. Any employee may be required to perform duties in an emergency or for short periods of time when substituting for another worker who is on authorized leave without any change in title or rate of pay.)

Processes forms, application and other documents by reviewing completed forms for completeness, verifying information, performing necessary calculation, coding and entering data into computer system and issuing permits as appropriate. Completes necessary reports as required by Local, State and Federal regulations.

Provides customer services to homeowners and general contractors by providing forms/applications and answering routine and non-routine questions regarding departmental programs and services

Composes and/or types letters, forms, memoranda, and reports from abbreviated notes, tapes and records.

Gathers, receives and compiles data from several sources, such as contractors and inspectors; compares information to verify accuracy, maintains accurate records of such and prepares informational and/or statistical reports according to established procedures.

Performs cashiering duties daily; accepts payment in person or through the mail, or electronically, records amount received in proper account and issues receipt. Balances cash received with receipts and may prepare bank deposit.

Performs personnel and payroll transactions and maintains personnel files for department staff.

Performs basic clerical functions such as photocopying materials; filing documents, answering the phones and sorting and distributing mail. Act as a back-up to the front desk reception area when deemed necessary.

Maintains lists, charts, books and/or other departmental reference materials to ensure standard routine information used by staff is up-to-date and available.

Performs other duties of a similar nature or level.

**NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of general clerical/office practices and procedures including basic office work-flow procedures.
- Capable of data processing methods, information storage and retrieval techniques.
- Knowledge of common practices and procedures of processing and disseminating information and supporting documentation.
- Proficient in spoken and written English language to process mail, file documents, etc.
- Experienced in clerical/office functions such as typing/data entry, filing, answering telephones.
- Familiar with the operation of basic office equipment and machines, computer terminals, typewriter, copy machines, adding machines, etc.
- Skill in basic mathematical computations as well as data-gathering and compilation
- Possess communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction
- Capable of being self-sufficient and follow through on assignments with minimal direction and able to make simple decisions independently.

**MINIMUM TRAINING AND EXPERIENCE REQUIREMENTS**

High school diploma or its equivalent (G.E.D.) or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**PROBATIONARY PERIOD:** One Year

**SERVES AT THE PLEASURE OF THE MAYOR**