

**CITY OF MARTINSBURG**



<b>JOB: PLANNING ADMINISTRATIVE ASSISTANT</b>	<b>DATE: 11/16/2020</b>
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1. TASK & DUTIES LIST AND MEASURES OF PERFORMANCE FOR PLANNING ADMINISTRATIVE ASSISTANT		
<ul style="list-style-type: none"> <li>• PAY STATUS: NON-EXEMPT</li> </ul>		
2. REQUIREMENTS:		
Education:	Graduation from High school or GED with considerable office experience or an advanced secretarial training degree/certificate and two (2) years increasingly responsible related experience or any equivalent combination of related education and experience.	
Licensing, Registration or Certification:	Background check must be satisfactory. Pre-employment screenings must be passed. Must possess and maintain a valid WV driver's license.	
Experience	Education listed above with experience outlined above.	
Skills, Knowledge and Abilities:	Ability to communicate ideas effectively both orally and in writing, with people on all levels. Ability to speak and read the English language. Ability to establish and maintain effective working relationships with City officials, department heads, associates and the general public. Working knowledge of computers and electronic data processing, working knowledge of modern office practices and procedures. Skill in operation of telephones, computer software, copy/fax machine, postage machine, and calculator. Ability to understand and follow complex oral and written instructions. Ability to handle stressful situations.	
Physical:	Body Positions:	Standing, walking, sitting,
	Body Movements:	Must be able to manually use hands and fingers to handle and/or operate objects, tools, or controls. Hand eye coordination is required to operate computers and various pieces of office equipment. Reach with hands and arms. Must be able to occasionally lift and/or move up to 25 pounds. Driving.

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		Body Senses	Sight, hearing, speech and smell. Must be able to speak and hear. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
	Mental:	Language	Ability to read, speak and write English. Ability to effectively communicate and project positive attitude. Must be able to communicate effectively verbally and in writing.
		Supervision Exercised	None
		Reasonable Accommodations	Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

3. **WORKING CONDITIONS:** Work is performed in an office setting. The noise level is usually quiet.

4. **TASKS and DUTIES OF JOB: General Definition:**

Performs general administrative assistant duties requiring above average experience and/or training in computer programs, data entry and management, filing and operating various types of office equipment. Assists the public in obtaining information about city codes, application processes and Planning Department functions. Position requires a high degree of attention to detail, high level of trust, ability to work independently and to be professionally compatible with other employees within the Planning Department as well as other City Departments. Provides administrative support to the Planning Department staff and assists in the administration of the standard operating procedures of the department.

1	Maintains the required confidentiality of all work. Most matters are confidential.
2	Provides initial public and phone contact and assists the public, addressing public's concerns, questions and complaints regarding land use, land development and zoning. Responds to inquiries from employees, citizens and others and refers, when necessary, to appropriate persons.
3	Types and edits a variety of correspondence, forms, reports, and other material requiring judgment as to content, accuracy and completeness.
4	Establishes and maintains files of correspondence, forms, reports and other material.
5	Maintains staff schedules for inspections, meetings, etc.
6	Receives various permit and zoning applications, issues receipts, accounts for and deposits various payments.

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7	Acts as custodian of departmental documents and records.
8	May be required to attend various evening meetings, including the Planning Commission, Board of Zoning Appeals and Historic Preservation Review Commission. Takes and transcribes meeting minutes.
9	Assists in compiling, preparing and disseminating various statistical reports.
10	Answers incoming calls and routes callers or provides information as required.
13	Maintains a positive working relationship with the public, co-workers, City Officials and all other contacts.
15	Any and all other duties assigned by the City Engineer/Planning Director.

**5. MEASURES OF PERFORMANCE:**

1	Has a thorough understanding of job duties.
2	Shows an interest in job and City. Represents the City in a professional and ethical manner.
3	Communicates effectively with co-workers, supervisors and community. Maintains positive relationships with co-workers and all contacts.
4	Accepts and adapts to change, Learns new things quickly.
5	Cares about quality-rarely makes errors, Requires little direct supervision.
6	Has ability to multi task in changing situations, without undo stress or frustration.
7	Practices quality employee/customer service/phone manner.
8	Accurate in duties as assigned.
9	Prepares required reports accurately and timely.
10	Strives to develop and maintain skills necessary to progress in the Planning Administrative Assistant Position. Seeks opportunities to grow and develop in position.

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I have reviewed, and understand the task and duty description. The job description is not exhaustive, but is merely an accurate list of the current job. Supervision reserves the right to revise the job description or require that other tasks be performed when the circumstances of the job change: example, emergencies, changes in personnel, workload or technical development.

**Employee**

**Date**

**Supervisor**

**Date**