

**POSITION TITLE: ADMINISTRATIVE SECRETARY**

**DEPARTMENT: PLANNING DEPARTMENT**

**CITY OF  
BOWLING GREEN**

### REPORTING RELATIONSHIPS

Planning Director

POSITION REPORTS TO

DIRECT REPORTS BY TITLE:

None

DIRECT: 0

INDIRECT: 0

### POSITION FUNCTION

This position is responsible for providing overall administrative assistance and support to the Planning Department.

### JOB RESPONSIBILITIES

Gathers appropriate background and supplemental information to provide support to office staff and the public.

Provides responsible administrative assistance and support to all departmental staff.

Oversees the day-to-day operations and activities of the office; schedules meetings, updates web page, answers phone calls, responds to inquiries, maintains filing, handles in-coming and out-going mail, processes purchase requisitions and expense tracking, data entry, handles and processes fees collected and receipts, provides assistance to other offices as necessary, and prepares, fulfills, and updates records retention schedule, records requests, records request log, and document disposal as needed and per Ohio Open Record Laws.

Greets citizens and guests of City Hall and responds to their inquiries as appropriate.

Assembles agendas and meeting packets, creates and sends required notifications to adjacent property owners, publishes and posts required public hearing notifications, prepares minutes of meetings as needed for the Planning Commission and Zoning Board of Appeals. Attends Planning Commission.

Formats, types, and distributes a variety of correspondence, notices, reports, charts, media releases, and other documents requiring special formatting or containing complex terminology, such as contracts, legal documents, and reports (proficiency in Word, Excel, Publisher, and Adobe Acrobat)

Interacts with staff from other departments, elected officials, and the general public independently, in person or by telephone, in order to respond to inquiries and concerns; may deal with sensitive and confidential matters. Most frequently assists with providing technical information regarding zoning regulations, zoning review processes, and assisting with permit applications.

Composes correspondence to expedite the processing and completion of work.

Processes applications (most frequently for zoning); reviews for completeness, collects fees, mails or sends electronically permit applications upon approval, and maintains records of permit activity and zoning-related reports.

Sets up and maintains departmental files, such as addresses, zoning permits, Planning Commission, and Zoning Board of Appeals.

Performs other related duties as assigned.

### PHYSICAL REQUIREMENTS

Job requires incumbent to sit, talk/hear and use hands to finger, handle or feel. Must be able to focus clearly at 20 inches or less and lift/push/pull up to 30 pounds.

<b>REQUIRED SKILL SETS</b>	
<p><b><i>Occupational/Technical Skills</i></b></p> <p>Ability to use spreadsheet, database, word processing and selected job-specific software</p> <p>Must maintain a valid Ohio Driver's license and have the ability to drive</p> <p><b><i>Administrative Skills</i></b></p> <p>Ability to analyze and resolve situations and problems</p> <p>Ability to organize work, set priorities and meet critical deadlines with a minimum of direction</p> <p>Ability to set goals and develop strategies and schedules for meeting them</p> <p>Ability to use techniques of effective time management</p> <p>Ability to handle multiple priorities and projects</p> <p>Ability to process paperwork effectively</p> <p>Ability to use a computer terminal to accurately and rapidly enter and retrieve data and information</p> <p>Knowledge of filing methods and records management techniques</p> <p>Knowledge of modern office equipment</p> <p><b><i>Cognitive Skills</i></b></p> <p>Ability to deal with a variety of concrete variables in situations where significant standardization exists</p> <p>Ability to identify problems, recognizing symptoms, causes and alternative solutions</p> <p>Ability to make timely, sound decisions</p> <p>Knowledge of methods and techniques of research</p> <p>Ability to perform standard business arithmetic, including percentages and decimals</p> <p>Ability to apply mathematical concepts such as ratios, proportions, probability factors and statistical inference</p> <p>Ability to draw accurate conclusions from financial and numerical</p>	<p>material</p> <p>Ability to research, compile and summarize a variety of informational and statistical data and materials</p> <p>Knowledge of basic budgetary principles and practices</p> <p>Ability to develop original, unusual, successful approaches</p> <p>Ability to process or generate information without either overlooking important items or getting enmeshed in technicalities</p> <p><b><i>Communications Skills</i></b></p> <p>Ability to let people know of decisions, changes, and other relevant information in a timely fashion</p> <p>Ability to speak effectively one-to-one</p> <p>Ability to speak effectively before groups and to respond to questions</p> <p>Ability to deliver effective presentations</p> <p>Ability to demonstrate attention to and convey understanding of the comments or questions of others</p> <p>Ability to use appropriate style, format, and tone in informal and formal business communications</p> <p>Knowledge of correct English usage, including spelling, grammar, punctuation and vocabulary</p> <p>Ability to prepare clear and concise reports, correspondence and other written materials</p> <p><b><i>Interpersonal Skills</i></b></p> <p>Ability to use tact and discretion</p> <p>Ability to develop and maintain smooth, cooperative working relationships with peers, subordinates, and superiors</p> <p>Ability to deal courteously and diplomatically with the general public, especially in times of conflict or when confrontational.</p> <p>Ability to maintain issue confidentiality</p> <p>Ability to arrive at constructive solutions while maintaining positive working relationships</p>

<b>DESCRIPTION OF WORKING CONDITIONS</b>
<p>Work is typically performed in an office setting and is subject to pressure from deadlines. Must be able to work overtime. Must be able to work in close proximity to others. Must be able to work without close supervision.</p>

<b>EXPERIENCE AND/OR EDUCATIONAL REQUIREMENTS</b>
<p>Two year associate degree or equivalent; three to five years progressive experience including senior level administration and clerical support in a zoning, planning-related, or enforcement office/department preferred; valid Ohio Driver's License; or any combination of education, training and work experience which provides the required skill sets to perform the essential functions of the job.</p>

The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This Position Description is intended to identify and illustrate the kinds of duties that may be assigned to its incumbents. It should not be interpreted as describing all of the duties that may ever be required of such an employee, or be used to limit the nature and extent of assignments such individuals may be given.