



SPRINGFIELD

NEBRASKA

JOB DESCRIPTION

Job Title: Executive Assistant
Department: Administration / Planning & Building
Reports To: City Administrator
FLSA Status: Non-Exempt
Date: March 2024

Job Summary

The Executive Assistant is responsible for specialized administrative work involving the overall operation of City Hall through efficient performance of administrative functions requiring a high level of confidentiality, sound judgment and skilled business practices. This position has a substantial amount of public contact regarding the furnishing of information, especially concerning city planning and building policies and procedures. They must complete work assignments as prescribed in Nebraska State Statutes and city ordinances, as well as assignments received from the City Administrator, City Clerk, Mayor, City Council and citizen requests. This position is required to attend Planning Commission and various other meetings.

Knowledge, Skills and Abilities

The requirements listed below 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.

Knowledge of:

- City, state and federal laws, policies, and regulations which impact city activities.
- Functions, services, and funding sources of a municipal government.
- Principles and practices of planning.
- Principles and practices of research and data collection.
- Effective writing techniques.
- Proficient at utilizing word processing, spreadsheet, and databases to store and retrieve information.
- City responsibilities and ability to use independent judgment in the performance of duties.
- Proper telephone etiquette.
- Routine office procedures and standard clerical techniques.
- Input and retrieval functions utilizing a variety of computer software programs as well as utilizing word processing, spreadsheets and databases.
- Record keeping, bookkeeping and handling money.
- Geographic layout and demographics of jurisdiction and surrounding area.

Ability to:

- Comprehend and apply federal laws, state statutes and the municipal code, and interpret rules, regulations, laws, and ordinances affecting municipal activities.
- Plan and organize a personal work schedule, set priorities and meet deadlines in a work environment with frequent distractions and interruptions.
- Effectively communicate and represent the city with governmental, business and school agencies, community groups and various professional, educational, regulatory and legislative organizations.
- Work independently and in a team environment.
- Apply effective record keeping principles and procedures.
- Accurately prepare and maintain records, reports and other departmental documents.
- Prepare and present written and oral reports clearly and concisely.
- Review plans and apply provisions of ordinances and municipal codes to determine compliance with such regulations and to apply regulations to field conditions.
- Demonstrate effective listening and communication skills to ensure customer understanding.
- Provide the general public, professional staff, governmental agencies and City Officials a high level of friendly, comprehensive, accurate and efficient customer service for requests and inquiries while maintaining a positive and effective working relationship.
- Understand and follow both oral and written instructions.

Skill in:

- Problem solving and critical thinking to conduct fact-finding projects.
- Oral communication and interpersonal skills to explain rules and procedures clearly to the public.
- Creative problem-solving skills to gather relevant information to solve practical problems and address citizen inquiries and concerns.
- Utilizing computers and various software applications (Microsoft Office Suite).
- Verbal and written communication with ability to communicate effectively while maintaining tact and professionalism.
- Attending to detail while keeping big-picture goals in mind.
- Establishing and maintaining effective working relationships with the public, other employees, other governmental agencies, and municipal officials.

Education and Experience

1. Graduation from an accredited college or university with an Associate's Degree in Business Administration, Public Administration or a related field, or an equivalent combination of education, training and experience.
2. Previous experience working in an office environment.
3. Previous municipal/governmental agency experience preferred.
4. Must become a Notary Public within a time frame established by employer.
5. Must have a valid driver's license at the time of hire.
6. Must be willing to obtain further education, training, and certifications as deemed appropriate by the employer.

Physical Requirements

Seeing and hearing: read documents, computer screen, answer phones, communicate in person	75-100%
Standing and walking	0-24%
Sitting	50-74%
Climbing, stooping, squatting and kneeling	0-24%
Dexterity: utilizing phone, typing, and writing	75-100%
Lift in excess of 10 pounds	0-24%

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Job Functions

Planning Department Support

- Provide information to the public regarding zoning, land use, and subdivision regulations.
- Participate in public meetings as necessary.
- Confer with city professional staff including the city attorney, city planner, city engineer, and City Administrator regarding city development policies and procedures.
- Process planning applications for rezonings, ordinance amendments, site plans, conditional use permits, variances and other proposals; and calculate appropriate fees.
- Research and draft ordinances for review by the City Administrator for submission to the Planning Commission and City Council.
- Assist in the review of development proposals and applications for compliance with appropriate regulations and policies.
- Assist in the preparation of staff reports for the Planning Commission and City Council for planning applications.
- Investigate complaints of zoning violations and recommend corrective action as necessary to resolve complaints.
- Prepares and advertises meeting notices, legal notices, publications and other pertinent data for the Planning Commission; ensures that all notices and legal publications are published as required by law.
- Prepares and distributes Planning Commission agendas and packets of related information.
- Attends Planning Commission meetings.
- Prepares Planning Commission minutes and maintains a record of all proceedings; indexes all actions taken and distributes information as needed.

Building Department Support

- Provides verbal and written information and education to the public about city building permit processes and procedures to ensure a thorough understanding.
- Accepts and processes building permit applications and related documents from the public; reviews applications and supporting documents for accuracy and completeness and determines the correct permit type needed; and issues all types of building permits received.
- Assists the public in completion of forms and documents related to the building permit process; provides technical assistance regarding the application process and city development codes.

- Coordinates the entire permit process of projects that are larger in scope and complexity including the intake, review, processing, and issuance of building permits.
- Coordinates with building inspectors on inspection reports and investigations.
- Manages public records pertaining to all permit types; prepares, maintains, organizes, and updates department files and records; and searches and compiles information.
- Calculates fees for all building permit applications.
- Enters and records building permit data in database.
- Monitors the permit review process by routing applications and plans; tracks applications through the entire approval process; and ensures timely processing of application requests.
- Issues Certificates of Occupancy upon final building inspection.

Administrative Support

- Assists the City Clerk with renewals for liquor licenses, tobacco licenses, fireworks licenses, and other occupational licenses.
- Assists with processing nuisance complaints; inspects nuisance properties and verifies complaints received; documents nuisance violations, prepares letters to violators, follows up to ensure nuisances are abated.
- Serves as a Notary Public and notarizes documents for the city.
- Assists with coordination of various city meetings and events; confirms attendees, sends out reminders and provides materials as needed.
- Assists in preparation of standard operating procedures manual.
- Develops specific goals and plans to prioritize, organize, and accomplish work.
- Attends various seminars and conferences to maintain awareness and keep abreast of changes for municipal functions and responsibilities. Represents the city at conferences and civic meetings.
- Performs a variety of clerical duties such as typing, photocopying, and answering the phone.
- Assists in creating a positive and supportive work environment; enforces a safe workplace; establishes a culture of teamwork and communication; creates a workplace that promotes the organizational values of workplace diversity, equity and inclusion.

Customer Support

- Provides customer service and provides general information as it pertains to city activities or refers them to the appropriate agencies as necessary.
- Assists the general public in completion of various forms and documents; prepares and distributes various departmental applications and forms.
- Answers inquiries from the general public; receives citizen complaints and handles situation and/or refers individual to appropriate city official for recommendation of resolution; follows through with implementation of final solution for resolution.
- Establishes and maintains positive public relations with the general public.

Performs other duties as required.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. This job description may be changed or updated at any time without notice.