



CODE ENFORCEMENT AND BUSINESS LICENSE ASSISTANT

DEFINITION

Under general supervision, performs a variety of highly responsible administrative support duties for one or more managers. Requires significant knowledge of the assigned department.

SUPERVISION EXERCISED

May train and provide functional supervision of subordinate personnel including YES Interns.

EXAMPLES OF DUTIES

Duties may include but are not limited to:

Answer inquiries from the public, both in person and over the phone, direct customers to appropriate staff member and take messages.

Order supplies, schedule meetings and facilities and process mail.

Receive and process requests for documents; create, update and maintain lists, charts, spreadsheets, calendars, forms, certificates and related documents.

Coordinate petty cash disbursements and reconciliation; prepare purchase orders.

Compose and proofread reports, correspondence, invoices, policies and related documents including Neighborhood Enforcement and Business License renewal/delinquent and Agenda reports.

Research property owner and property information using a variety of sources' research municipal and state codes determining applicability on a case-by-case basis.

Compile Neighborhood Enforcement case packets for hearing officer staff.

Perform data entry and use a variety of computer software programs; maintain ledger of paid citations, balances due, collection status, hearing requests and liens; process liens for delinquent citations; maintain records of abandoned shopping carts, bulky items and electronic waste.

Process business licenses over-the-counter and renewals; mail renewal and delinquent notices; process refunds and prorated fees.

Provide counter coverage for building inspections and assist with zoning and building permit history.

Complete special projects as assigned.

Perform related duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

Standard office procedures, methods and computer equipment.

Basic cashiering and fiscal record keeping.

Computer software such as Word, Excel, mail merge and related programs.

Code Enforcement and Business Licensing procedures, policies, regulations and laws.

Techniques used in dealing with the public and customer service.

Ability and Skill to:

Operate office equipment including computers, copying machines and phone systems.

Accurately type 55 words per minute and enter and tabulate data.

Respond to questions from the public and staff.

Accurately perform basic mathematical calculations.

Plan and organize work to meet schedules and timelines.

Communicate clearly both orally and in writing.

Perform duties of an emergency worker in the event of a natural or other disaster.

QUALIFICATIONS

Any combination of education and experience that would provide the required knowledge, abilities and skills is qualifying. A typical way to obtain the qualifications would be:



High School graduation and two (2) years general office experience, including proficiency with a variety of computer software programs. AA/AS and Bi-lingual skills desirable.

LICENSE OR CERTIFICATE

Possession of a valid Class C California Driver's License and a good driving record.

ESSENTIAL JOB FUNCTIONS/A.D.A.

Ability to operate computer, calculator, telephone, portable radio, copying machine and cash register

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person

Ability to prepare reports, perform mathematical calculations, count money and sort/file documents

Ability to sit for two hours at a time

Ability to lift up to 15 pounds

Ability to climb a footstool or ladder for the purposes of retrieving records

Ability to get from one location to another in the course of doing business

