



Job Description – Development Services Executive Assistant

Location:	Whitestown, IN
Regular/Temporary:	Regular
Full/Part Time:	Full Time
Reports to:	Director of Development Services
Wage (Hourly/Salary):	NTE; \$2,050 bi-weekly

Job Purpose:

This position is vital to building relations between citizens, developers, the business community, and town staff. This position provides administrative support to Development Services staff. This position will perform administrative and technical duties in support of maintaining the health and safety of the residents, and protect the appearance and value of our homes, businesses, and town. The Development Services Executive Assistant works closely with the public on a regular basis to provide customer service related to building, code enforcement, GIS, and planning related issues.

Essential Duties and Responsibilities:

The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

- Acts as point of contact for Development Services staff
- Provides technical assistance and information to staff and the public in the administration of specific building, code enforcement, GIS, and planning-related programs and ordinances
- Processes building permit applications
- Acts as the point of contact for the Rental Registration and Inspection program
- Performs office tasks including data entry, file management, copying, answering and transfers calls, taking detailed messages and responding to emails
- Develops and maintains automated tracking systems, hard copy files and records
- Prepares claims and invoices
- Processes application, permit, and inspection payments
- Prepares meeting minutes for Plan Commission and BZA
- Maintains accurate department records
- Keeps up with office supply inventory
- Schedules meetings

Education, Knowledge, and Skills:

- High School diploma or GED
- Technical or college degree is preferred
- A minimum of two years' experience as an administrative assistant, executive assistant, or similar role
- Knowledge of effective writing techniques
- Knowledge of internal and external communications – memos, emails, presentations, reports
- Evidence of strong customer service skills, reflecting a high degree of tact, tolerance and respect when dealing with the public at large.
- Oral communication and interpersonal skills to explain rules and procedures clearly to the public
- Building / construction industry / planning or related experience preferred
- Knowledge of current technology and software applications (including Microsoft Office suite) appropriate to the assigned responsibilities
- Ability to withstand pressure of competing priorities and varied responsibilities, while working efficiently and effectively to produce positive resolutions
- Organizational and time management skills
- Able to manage information in a timely and accurate manner

Physical Demands/Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent must be able to:

- Work is performed in a standard office environment
- Frequently stand/walk, sit, perform desk-based computer tasks, use a telephone
- Deal with the public in a calm, constructive, and reasonable manner
- Read and analyze documents and use a computer
- Lift a maximum of 25 pounds

Please send applications and resumes to **Angie Veatch** at aveatch@whitestown.in.gov