

## PLANNING & ZONING COORDINATOR

### **Position Purpose:**

The purpose of this position is to coordinate the administrative elements of various boards staffed by the Planning & Community Development Department, including, but not limited to, the Planning Board, Zoning Board of Appeals, Community Preservation Committee, Sudbury Historical Commission and the Historic Districts Commission, and the Sudbury Housing Trust. Performs a wide variety of complex administrative duties under broad supervision of a department head or executive administrative employee. Work requires initiative and independent judgment in the application of prescribed policies, procedures, and methods. Performs all other related work as required.

### **Supervision:**

*Scope and Judgment:* Performs varied and responsible functions requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative to interpret guidelines, policies, procedures and practices.

*Supervision Received:* Works under broad supervision, following department rules, regulations and policies, requiring the ability to plan and perform operations, and to complete assigned tasks according to a prescribed time schedule. Functions independently in processing administrative aspects of the office, referring to the department head on proposed revisions or exceptions to policies.

*Supervision Given:* Provides functional guidance to other office staff within the department.

### **Work Environment:**

Work is performed in a typical municipal office environment. Majority of work is performed in a moderately noisy work environment, with frequent interruptions.

Operates all department computers and technologies, calculator, telephones and/or dispatching equipment, copier, facsimile machine and all other standard office equipment. Some equipment may be specialized to a particular department.

Makes frequent contact with town department staff, public officials, general public, vendors, and outside agencies and organizations. Contacts require a high degree of tact, diplomacy, and confidentiality.

Has access to department related confidential information.

Errors could result in delay or loss of service and possible legal ramifications.

### **Essential Functions:**

*(The essential functions or duties listed below and on attachments are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Under the general direction of a town department head or executive administrative employee, participates in and coordinates the administrative functions of a large municipal department and its related elected/appointed boards and committees. Trains and provides assistance as required; manages

overall board/committee operations; develops work procedures and advises supervisor of problem situations.

Provides customer service by answering questions both in person, by telephone, or via e-mail; interprets and provides information relative to town policies, procedures, and by-laws; refers individuals to appropriate source as required. Handles complex administrative issues that may initially be received by other office staff of the department, referring technical operating issues to department head or other appropriate staff member. Responds tactfully to citizens' complaints.

Prepares necessary administrative documents to ensure the timely and accurate processing of the department's business functions for related elected/appointed boards and committees including, but not limited to, requisitions, receiving invoices, budget transfers, supporting documentation, etc. Maintains accounting records.

Performs general clerical duties including, but not limited to, word processing, making copies, filing, data entry, answering the telephone, answering e-mail, opening and delivering mail, etc. Maintains records and files. Drafts correspondence. Maintains board web pages and news announcements.

Prepares reports, statistics, correspondence, news announcements and other material for town departments and committees and state agencies as required; compiles data for the annual board budgets and town reports; manages Board records and filing systems.

Develops recommendations for changes in office procedures, reviews with department management, and oversees implementation. Establishes and maintains departmental files; maintains confidentiality of information, departmental plans, personnel files, etc. within guidelines of public disclosure.

Schedules meetings and secures conference rooms; attends meetings; takes minutes, prepares agenda and supportive materials as required; implements and follows up on decisions made at meetings.

Participates in the processing of applications and the issuing of permits and other documents pertinent to the department's function; collects fees if applicable and maintains associated records.

Acts as liaison between department, boards, committees, and citizens.

Performs similar or related work as required, directed, or as situations dictate.

**Recommended Minimum Qualifications:**

**Education, Training and Experience:**

Associates degree in business, public administration, or related field, and five years of office experience or any equivalent combination of education, training, and experience. Municipal experience highly desired. Driver's license helpful.

**Knowledge, Ability and Skill:**

**Knowledge:** Thorough knowledge of office procedures, practices and terminology. Thorough knowledge of departmental operations. Thorough understanding of municipal operations. Working knowledge of fundamental concepts and familiarity with the practical and regulatory application of

planning, zoning and land use principals. Familiarity with accounting principles and procedures. Knowledge of the operation of computer software applications. Knowledge of town by-laws, state and federal laws and regulations.

*Ability:* Ability to communicate effectively and tactfully with staff, town departments, officials and the public. Ability to compose correspondence. Ability to recognize and resolve problems with minimal administrative intervention. Ability to prioritize and complete multiple tasks at one time with frequent interruptions. Analytical ability. Ability to maintain and manage records. Ability to work effectively and productively under time constraints to meet deadlines. Must be able to operate a personal computer and/or laptop and display intermediate to advanced skill when using software programs for word processing, database, spreadsheets and other software as required by the position. Ability to coordinate office services such as purchasing, payroll, recordkeeping, budget and accounts receivable/payable.

*Skill:* Excellent customer service and interpersonal skills; ability to diffuse difficult situations and conflicts. Excellent written and oral communications skills. Strong organizational skills. Skill in identification and utilization of new information resources. Skill with numbers and budgets. Skill in all of the above listed tools and equipment.

**Physical Requirements:**

*(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.)*

Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5 – 10 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Operates a keyboard and calculator at an efficient speed. Regularly required to operate office objects, tools, or controls, and move paper, files and other common office objects. Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, and visual cues or signals. Essential functions require close vision for regularly working with details and numbers. Tasks require the ability to communicate orally. Some outside field work may be required.

*(This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.)*

March 2015