

Harrison Township Job Description

Position: Zoning and Ordinance Department Coordinator

Position Purpose:

The Zoning and Ordinance Department Coordinator executes administrative tasks and provides process coordination to the Department, with a primary focus on implementation of operational and policies and procedures, including:

- Processing permit applications, and entering ordinance enforcement activity and inspection results into Harrison Township Property Maintenance System (HTPMS),
- Maintaining filing system for permits and related documents,
- Integrating data sources from utility, refuse, and taxing organizations,
- Maintaining Harrison Township Property Management System in coordination with Database Technician,
- Assisting with zoning, ordinance enforcement, and community planning and development projects as directed by Department Supervisor and Board of Commissioners,
- Tracking and documenting legal and engineering expenses associated with development and ordinance enforcement activities; issuing developer agreement invoices and property liens accordingly.
- Providing administrative support and process coordination to Planning Commission, including preparing monthly meeting packets and recording meeting minutes.
- Organizing workload for third-party residential property inspectors and assuring completion of reports from inspected properties,
- Generating Department reports for accounting, permits, and inspections,
- Providing general administrative support and professional contact with residents, businesses, professional organizations, and others who contact the Department.

Essential Functions:

(The essential functions or duties listed below 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.)

Zoning & Ordinance Deputy:

- Process applications for zoning certificates, building permits, and occupancy certificates,
- Review applications and issue zoning certificates for small residential projects,
- Coordinate with Ordinance Enforcement Officers generating and sending notices of violation, as required by the HTWP Code of Ordinances and due process procedures,
- Collect and document permit and planning fees,
- Coordinate assignments and paperwork for third-party inspectors,
- Coordinate search for property ownership identification as principal contact with ACCURINT Lexus/Nexus service contract,
- Generate reports regarding permit and inspection fees and other departmental activities,

- Provide guidance to residents regarding Township ordinances and departmental policy.

Public & Community Relations:

- Provide public education regarding Township issues related to zoning, ordinances, and planning,
- Contribute relevant content to Township website and Township calendar,
- Assist with information entry with Savvy Citizen,
- Coordinate social media and supporting IT functions as appropriate,
- Provide support and coordination assistance for Township boards and special events,
- Respond to requests as directed by Township Right-to-Know Officer for information and respond in accordance with requirements under Pennsylvania law.

Administration:

- Answer Department telephone calls and email inquiries,
- Receive written, telephone, and walk-in inquiries, complaints and violation reports with reference to Township Code of Ordinances, with notation in the Harrison Township Property Management System,
- Notify Ordinance Enforcement Officers of violation complaints,
- Oversee functions in the areas of customer service, record keeping, and documentation,
- Identify resources needed to complete administrative tasks,
- Assist with data collection, writing of grant applications, planning documents, and reports,
- Track and document collection of amusement taxes, recycling reports, and other annual fee and/or licensing programs,
- Coordinate tasks with HTWP Secretaries and Department Supervisor to execute developer agreement invoicing and ordinance enforcement liens,
- Assist with administrative filing,
- Assist with duties of HTWP Executive and Township Secretaries as requested and time permits,
- Assist Planning Commission Chair and Department Supervisor with Planning Commission meeting preparation and follow-up, and attend Planning Commission meetings and take meeting minutes.

Education and Experience:

- Undergraduate degree in public administration, business administration, human resources, finance or relevant field,
- At least three years' experience in administrative support, media and public relations, or related field,
- Must have demonstrated community outreach skills, critical thinking, problem solving ability, and progressive administrative responsibilities,
- Strong written and verbal skills, and facility with arithmetic operations, basic accounting, spatial sense, estimation and measurement,
- Must have demonstrated expertise with Microsoft business software, web content management, facility with database structure and management, and knowledge of information technology applications for business management.

Competencies:

Must demonstrate ability:

- to plan, organize, and facilitate implementation functions toward meeting goals and objectives,
- to provide accuracy in record keeping, data management, and report generation,
- to prioritize tasks and work independently,
- to deal tactfully and effectively work with the public,
- to communicate effectively in both written and oral form,
- to work effectively under time constraints to meet deadlines,
- to recognize Township-wide priorities and work cooperatively to build consensus to support their accomplishment,
- to manage complex projects and adapt to changing circumstances,
- to build relationship to strengthen community partnerships,
- to promote accountability for completion of goals and objectives,
- to present facts and ideas in a clear and convincing fashion,
- to resolve conflict with tact and diplomacy; ability to guard confidential information of major importance,
- to develop and maintain effective relationships with public officials, HTWP staff, local business representatives, media representatives, associates and the general public.

Must have continued understanding and demonstration of “Leadership Core Competencies for Administrative Assistant” (attached addendum).

Revised: 12-28-17