


Department: Community Development	
Title: Administrative Assistant/Permit Technician	
Status: Non-Exempt	

Rev. 4/2025

Summary Objective

The purpose of this job is to provide administrative and clerical support for the Department of Community Development, which may include, personnel, payroll and office management processes according to the City's policies and procedures.

This position is responsible for receiving, researching, and processing requests for all development and land use activities regulated by the Department of Community Development and the Virginia Uniform Statewide Building Code, including but not limited to zoning, building, electrical, plumbing, land disturbance, and mechanical permits.

This position works under close to general supervision according to set procedures but determines how or when to complete tasks.

Essential Functions

The essential functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.

- Answers department telephones; provides assistance, requested documents and information; refers callers to other staff members as appropriate; and takes messages. Receives, dates, and distributes incoming mail.
- Provides information and assistance to customers applying for City development permits, including but not limited to zoning, building, and land disturbance.
- Receives and reviews permit requests and applications for completeness; explains procedures and policies regarding the issuance of permits to contractors, homeowners, and others.
- Determines necessary information and appropriate sources for accurate information needed to process permit applications; conducts research to determine if requests meet appropriate regulations, ordinances, codes, laws, and specifications; reviews blueprints to ensure completeness; researches contractor information and ensures contractors are properly licensed; determines if permit requests meet all regulations, policies and codes; explains permit denials to applicants.
- Receives requests for inspections and provides contractors with inspection results.
- Prepares various department documents, records, reports, and forms requiring knowledge of programs, policies and procedures. Initiates reports and documents based upon knowledge of department operations, reporting requirements, and established deadlines.
- Research, compiles, consolidates, and/or tabulates information; incorporates information into requested reports and other prepared materials; proofreads for accuracy and completeness; and distributes upon approval.

Essential Functions (Continued):

- Maintains assigned inventories; prepares, reviews, and processes purchasing documents; prepares purchase orders for needed materials, equipment, and supplies; receives and distributes incoming supply shipments; reviews and codes invoices; and forwards for payment.
- Prepares the accurate and timely preparation of the department's payroll.
- Manages and operates computerized permit system, City provided computer, printer, and applicable software to produce or update a variety of forms, letters, and reports.
- Prepares forms and documents necessary to administer Department programs, projects, and objectives as required.
- Prepares agenda materials/packages and minutes for City of Franklin's Planning Commission, Board of Zoning Appeals, Beautification Committee, and the Building Code Board of Appeals which will require occasional attendance of meetings outside of normal operating hours.
- Manages the travel/training process for departmental staff, submits travel documentation to the Finance Department, and requests reimbursement checks, per approval of Department Head.
- Assists the Director with grant administration and management, assists client with grant applications; verifies the accuracy and completeness of supporting documentation; schedules and coordinates candidate interviews, management team meetings, and housing advisory board meetings; organizes neighborhood meetings.
- Provides assistance to the Commissioner of Revenue regarding property improvements, address assignments, and business licensure.
- Initiates, conducts, and directs various departmental studies, and analyzes complex problems involving workforce utilization, office automation and operational procedures.
- Calculates, posts, and evaluates, financial and special reports.
- Performs related work as assigned.

Minimum Education and Experience Requirements:

- Associate's degree in business or related subject supplemented by 3 years of responsible administrative and customer service experience in a construction industry, trade, or code enforcement environment, which includes the use of computers and related applications; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities of City's policies and procedures.

Physical Demands:

Physical demands refer to the requirements for physical exertion and coordination of limb and body movement.

- Performs sedentary work that involves walking or standing some of the time and involves

Administrative Assistant/Permit Technician

exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

Unavoidable Hazards (Work Environment):

Unavoidable hazards refer to the job conditions that may lead to injury or health hazards even though precautions have been taken.

- None

Special Certifications and Licenses:

- Certification in FEMA IS 100, 200, 700, 800 required within six months of hire.
- Certification as ICC/VA Permit Technician required within 18 months of hire to include attendance at Virginia Building Code Academy Core Module and Permit Technician Module.

Americans with Disabilities Act Compliance

The City of Franklin is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Standard Clauses

May be required to work nights to attend meetings outside of normal operating hours.

This job description is not designed to cover or contain a comprehensive listing of essential functions and responsibilities that are required of an employee for this job. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Essential Safety Functions

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injury or illnesses.

Every manager/supervisor is responsible for enforcing all safety rules and regulations. In addition, they are responsible for ensuring that a safe work environment is maintained, safe work practices are followed, and employees are properly trained.

This Class Description does not constitute an employment agreement between the City of Franklin and an employee and is subject to change by the City as its needs change.