



# **TOWN OF CAROLINA SHORES**

## **Personnel Policy Referenced Classification Title and Job Descriptions**

**Adopted on December 7, 2020**

**Revised 7-12-2021**

**Revised 10-7-2021**

Classification Title: Town Administrator  
Classification Title: Assistant Town Administrator/Town Clerk  
Classification Title: Finance Director  
Classification Title: Town Clerk  
Classification Title: Inspections & Construction Superintendent  
Classification Title: Building Inspector  
Classification Title: Code Compliance Officer  
Classification Title: Engineering Technician  
Classification Title: Public Works Director  
Classification Title: Public Works Operations Superintendent  
Classification Title: Maintenance Crew Leader  
Classification Title: Maintenance Worker  
Classification Title: Groundskeeper  
Classification Title: Building Custodian  
Classification Title: Permit Coordinator & Assistant to Inspections &  
Construction Superintendent  
Classification Title: Office Coordinator  
Classification Title: Office Assistant  
Classification Title: Town Planner  
Classification Title: Heavy Equipment Operator

## TOWN ADMINISTRATOR

### PURPOSE OF CLASS:

The Town Administrator shall be the Chief Administrator of the Town and shall be responsible to the Board of Commissioners for administering all municipal affairs placed in his or her charge.

### EXAMPLES OF TASKS PERFORMED WITH CLASS:

Primary Tasks: Supervise the operations and personnel of all Town departments. Appoint, suspend or remove all Town Employees in accordance with established Town personnel policies. Resolve problem areas concerning the operations of municipal departments. Provide leadership and direction to department heads in the development of departmental objectives. Attend workshops and meetings of the Board of Commissioners. Assist with coordination of the Board's monthly agenda and submit corresponding monthly reports. Ensure that all laws of the state, Town Charter, Town ordinances, resolutions and regulations of the Board are faithfully executed within the Town. Develop administrative policies and procedures. Work with Finance Director on annual budget. Collaborate with the Finance Department on operational budgets. Analyze budget and department expenditures on a regular basis with Finance Director. Prepare and administer grant applications. Promote positive public relations on behalf of the Town. Act as liaison to community, state and federal agencies. Provide leadership in establishing all short and long range plans for the Town. Assist with disaster and debris management operations. Perform any other duties that may be required by law, or the Board of Commissioners.

Equipment Operated: Computer, printer, calculator, fax, copy machine and other office equipment.

Reporting Relationship: This position reports to and is under the direction of the Board of Commissioners.

Working Conditions: Not adverse

### QUALIFICATION OF CLASS:

Education: Bachelor degree in business, public administration or related field required. Masters Degree preferred.

Experience: Considerable municipal management experience or equivalent combination of education and experience.

Knowledge, Skills and Abilities: Extensive knowledge of the principles and practices of municipal administration; municipal finances, and municipal operations. Considerable knowledge of; standard office practices and procedures; and principles and practices of accounting. Skilled in the use of computers and related programs. Ability to: make arithmetic calculations quickly and accurately; deal courteously with the public; maintain effective working

relationships with employees, Mayor and board members; work without supervision and keep confidential information; effectively manage personnel and governmental functions; effectively coordinate municipal activities and operations; prepare and present comprehensive written reports; establish Town policies and procedures and make administrative decisions in accordance with such policies and procedures. Must possess general knowledge of all relevant State and Federal laws including tax and reporting requirements. Must be a problem solver and demonstrate strong communication skills.

Special Requirements: Must be bondable. Must possess a valid North Carolina Driver's license.

## **Assistant Town Administrator / Town Clerk**

**General Statement of Duties Performs responsible statutory, supervisory and administrative tasks for the Town Administrator, the Mayor and Board of Commissioners; serves as the Town Clerk (Grade 23)**

### **Distinguishing Features of the Class**

An employee in this class is responsible for the maintenance and safekeeping of official public records. Work involves the responsibility for keeping the minutes of the Board meetings and for the publication, indexing, filing and safekeeping of all Board proceedings in accordance with general statutes and local ordinances. Work also includes serving as the lead administrative support to the Town Administrator, Mayor, and Board of Commissioners. Considerable tact, courtesy, and firmness are required in the dealing with the public. Work is performed in accordance with North Carolina General Statutes, Town ordinances, codes, and policies, personnel laws and regulations, and standard office procedures governing the responsibilities of Town Clerks. The employee works under the general supervision of the Town Administrator. Work is reviewed through observation, review of records and files maintained as to their completeness and accuracy responsiveness to citizens and Board members, and by conferences.

### **Duties and Responsibilities**

Serves as official custodian of all public records including ordinances, resolutions, contracts, agreements, and minute books; maintains Town seal; performs statutory responsibilities; executes legal documents by affixing the proper signatures of Town officials and attesting to their compliance with general statutes and local ordinances.

Attends Board of Commissioners meetings and necessary committee meetings of the Board; may write minutes of these meetings; processes all ordinances, resolutions, and other actions of the Board; coordinates agenda preparation, publication, and distribution with Town Administrator; arranges for legal notices and press packets. Performs lead administrative duties for the Town Administrator, Mayor, and Board members by handling correspondence and public inquiries as necessary.

Researches and compiles information as requested by the Board or Town Administrator; performs special project work as requested and in the most appropriate manner; handles confidential information.

Prepares, composes, and types correspondence, letters, memorandums, and other directives for the Town Administrator and other Town officials.

Arranges appointments, schedules, meetings, travel, and conferences for the Town Administrator and Board; coordinates arrangements for receptions, retreats, and other functions.

Performs a variety of office support tasks to help the administrative offices function smoothly and keep all related Town departments informed of actions which have an impact on them.

Supervises all other Town Staff in absence or at the direction of the Town Administrator.

Performs other duties as requested.

### **Recruitment and Selection Guidelines Knowledge, Skills and Abilities**

Considerable knowledge of North Carolina General Statutes and of local ordinances governing the responsibilities of Town clerks.

Considerable knowledge of the organization and functions of Town government.

Considerable knowledge of standard and approved practices and procedures employed in the processing, safekeeping and utilization of official Town records and documents.

Considerable knowledge of standard modern office administrative practices and procedures; considerable knowledge of the principles of grammar, spelling, and composition; considerable knowledge of computer applications and peripheries as utilized in a modern office environment including data bases, presentation, spreadsheet, and paperless agenda software.

Ability to exercise sound judgment in making decisions in conformance with laws, regulations, and policies.

Ability to take notes of the proceedings of official meetings and to operate accurate minutes reflecting the actions taken.

Ability to communicate effectively in oral and written forms.

Ability to establish and maintain effective working relationships with elected and appointed officials, department heads, employees, and the general public.

Ability to supervise others. Ability to handle confidential information appropriately.

### **Physical Requirements**

Must be able to physically perform the basic life operational support functions of reaching, walking, fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to compile and compute data and statistics, perform transcription tasks, operate a computer terminal, and do extensive reading.

### **Minimum Education and Experience**

An Associate's Degree from an accredited community college in business, secretarial science, or related field and seven to ten years of experience in office management work preferably including two years of experience in the safekeeping and care of public records and/or high level executive assistant duties; or an equivalent combination of education and experience that prepares candidate for position.

### **Special Requirements**

Possession of a valid North Carolina driver's license.

Certification from the NC School of Government as Town Clerk or ability to obtain within three years of hire.

## FINANCE DIRECTOR

### PURPOSE OF THE CLASS

Maintain the accounts of the Town in accordance with generally accepted principles of governmental accounting and the rules and regulations of the Board of Commissioners. Supervise the daily fiscal operations of the Town.

### EXAMPLES OF TASK PERFORMED WITHIN CLASS:

Primary Tasks: Keep abreast of current tax and municipal finance laws. Manage accounts payable, receivable and general accounting. Reconcile, balance, and prepare monthly reports of all sub-ledger accounts. Make journal entries with appropriate copies of back up explaining the necessity of the journal entry. Receive and disburse all monies of the Town as required under state law. Countersign and pre-audit all checks, drafts, contracts, purchase orders or other documents obligating Town funds. Prepare and present oral and written report to the Board of Commissioners concerning the finances of the Town. Maintain all records of the bonded debt of the Town and maintain sinking funds. Supervise the investment of idle funds. Prepare all required governmental reports and tax forms. Act as Budget Officer and prepare the annual budget. Collaborate with the Finance Liaison, Town Administrator and Assistant Town Administrator regarding presentation of the annual budget to the Board. Maintain clerical records and reports pertinent to accounting and bookkeeping. Supervise employee benefits administration. Maintain records and prepare monthly reports for the North Carolina Retirement Board and 401K Plan. Respond to inquires and provide general assistance to staff regarding employee benefits. Prepare payroll and verify resulting printouts. Complete monthly DMV billing updates to Brunswick County. Supervise purchasing and placement of orders for materials and supplies. Complete Powell Funds report. Conduct research and draft any correspondence required to ensure the Town's compliance with all tax and municipal finance laws and regulations. Assist with disaster and debris management operations under general supervision. Perform any other duties that may be required by law, the Board of Commissioners, Assistant Town Administrator or Town Administrator.

Equipment Operated: Computer, calculator, fax, copy machine and other office equipment.

Reporting Relationship: This position reports to and is under the direction of the Town Administrator and Assistant Town Administrator.

Working Conditions: Not Adverse

### QUALIFICATIONS OF CLASS:

Education: Graduation from an accredited high school is required. Associate degree in finance, accounting, or related field required. Bachelor's degree preferred.

Experience: A minimum of three years of related experience or equivalent combination of education and experience is required.

Knowledge, Skills & Abilities: Considerable knowledge of standard office practices and procedures. Substantial knowledge of principles and practices of accounting and municipal finance. Skilled in the use of computers and related programs. Ability to: make arithmetic

calculations quickly and accurately; to deal courteously with the public and elected officials; work without supervision; and keep confidential information. Must maintain effective working relationships with other employees, supervisors, Mayor and Board of Commissioners.

Special Requirements: Must be certified North Carolina notary public or have the ability to obtain certification. Must be bondable. Must be able to attend classes or training on any subject that the Town Administrator deems necessary to the position.

## TOWN CLERK

### PURPOSE OF THE CLASS:

To provide administrative assistance to the Town Administrator and Assistant Town Administrator. To protect and maintain all official municipal records and documents as custodian.

### EXAMPLES OF TASKS PERFORMED WITHIN CLASS:

Primary Tasks: Draft letters and documents for the Mayor, Board of Commissioners under the direction of the Town Administrator or Assistant Town Administrator..Process resolutions, ordinances, petitions, and agreements. Provide notice of meetings of the Board of Commissioners. Publish all legal notices. Prepare meeting materials and agenda to be submitted to Town Board. Attend meetings and keep a journal of the proceedings of the Board. Act as custodian of all Town records. Place the official Town Seal on documents requiring a seal. Act as Planning & Zoning Secretary when required. Assist with preparation of materials for Board of Adjustment meetings. Maintain documents necessary for FEMA requirements related to disaster management as necessary. Draft and edit Town newsletter for publication. Update Town website with minutes, newsletter and other relevant items under general supervision. Perform any other duties that may be required by law, the Board of Commissioners, Town Administrator, or Assistant Town Administrator.

Equipment Operated: Computer, printer, calculator, typewriter, fax, and copy machine.

Reporting Relationship: This position reports to and is under the direction of the Town Administrator and Assistant Town Administrator.

Working Conditions: Not Adverse.

### QUALIFICATIONS OF CLASS:

Education: North Carolina Municipal Clerk Certification preferred; ability to obtain certification required. Associate degree in business, management or related field required.

Experience: At least six months experience in a related field or an equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

Knowledge, Skills & Abilities: Considerable knowledge of; standard office practices and procedures; principles and practices of public administration; Town programs and functions. Working knowledge of State and Federal laws and Town ordinances and policies. The ability to: keep confidential information; type with a high degree of accuracy; simultaneously work on multiple tasks; understand and follow complex oral and written instructions; establish and maintain effective working relationships with coworkers, supervisors, elected officials, and the general public.

Special Requirements: Must be bondable and possess a valid North Carolina Driver's license. Must be able to attend classes or training on any subject that the Town Administrator deems necessary to the position.

## **INSPECTIONS & CONSTRUCTION SUPERINTENDENT**

### **DEFINITION OF WORK**

Under limited supervision, this position provides leadership for the Town's Inspections Division and is responsible for developing and administering programs and systems to support and promote high performance strategies to meet organizational needs, vision and values.

### **WORK FUNCTIONS**

Provides leadership and strategic direction for determining priorities, goals and objectives to meet community needs by establishing and applying effective code enforcement concepts and systems; establishes programs to meet the requirements of the North Carolina Uniform Statewide Building Code and addresses code enforcement concerns. Evaluates, assesses and makes recommendations to the Director of Public Works to establish modern and innovative programs for addressing development, building code enforcement and zoning concerns.

Establishes, implements and evaluates internal systems to effectively meet operating goals and objectives. Develops and evaluates policies and procedures to effectively carryout departmental operations; promotes staff collaboration, innovation and critical thinking in developing solutions and approaches to departmental issues.

Responsible for effective employee relations, diversity and staff development; oversees and performs employee evaluations; administers human resources policies and procedures and determines appropriate personnel actions.

Responsible for overall management of the department; including budget research, development, preparation and budget monitoring to ensure cost effectiveness. Ensures that purchasing and financial transactions are properly conducted in accordance with Town administrative policies and procedures.

Develops proposals and reports on technology programs, projects, improvements, and related issues and presents recommendations to Department Management, elected officials and to other groups. Ensures permits, enforcement actions, reports, studies and plans are appropriately processed in accordance with federal, state and Town ordinance and policies.

Evaluates, assesses and makes recommendations to the Director of Public Works with respect to the physical development of the Town. Develops proposals and reports on development activity and related issues and presents recommendations to Town Management, Board of Town Commissioners and to other groups. Responsible for coordinating with the Director of Public Works development, planning, zoning and related items for placement on Town Agenda; ensures reports, studies, and plans are appropriately processed in accordance with federal, state, and county laws and ordinances.

Performs other duties as assigned.

### **EMPLOYMENT STANDARDS**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the Town's mission and values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

### **KNOWLEDGE**

Code Enforcement – Comprehensive knowledge of current development and land use planning practices. Knowledge of town, state and federal codes, zoning ordinances and regulations pertaining local government



operations, private businesses and dwellings. Thorough knowledge of the North Carolina Uniform Statewide Building Code.

Management of Personnel — Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff. Knowledge of personnel recruitment, selection and the use of human resources information systems.

Customer Service — Thorough knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

## SKILLS

Performance Management — Monitoring/assessing performance of other individuals, or the organization to make improvements or take corrective action. Motivating, developing, teaching, and directing people as they work, identifying the best people for the job.

Critical Thinking — Uses logic and reasoning to understand, analyze and evaluate complex situations and then to research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation. Applies general rules to specific problems to produce answers that make sense. Combines pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).

Judgment and Decision Making — Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.

Interpersonal Relationship — Maintains high morale among all division employees. Shares knowledge with supervisors and staff for mutual and departmental benefit. Develops and maintains cooperative and professional relationships with employees, managers in other departments, representatives from organizations, and the general public. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons.

## ABILITIES

Coordination of Work - Ability to establish and implement effective administrative and management programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Implements work activity in accordance with priorities and estimated schedules. Performs a broad range of supervisory responsibilities over others. Highly developed ability to evaluate plan alternatives in relation to trends, costs, and social pressures and needs.

Communication – Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally or in writing. Ability to handle a variety of human resources issues with tact and diplomacy and in a confidential manner.

Accounting and Budgeting – Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.

## EDUCATION AND EXPERIENCE

Bachelor's Degree in Business Administration, Public Administration, Construction Management or a related field and 5-7 years of progressively responsible experience in codes management with 2 - 3 years of supervisory experience, or an equivalent combination of education and experience. Master's degree or professional registration as an architect or engineer is desirable. Must possess a Building Inspector Level II Certification in all trades.

## **BUILDING INSPECTOR**

### DEFINITION OF WORK

Under general supervision, this position is responsible for performing inspections of new and remodeled residential dwellings and commercial buildings in multiple trades to ensure compliance with federal, state and local ordinances.

### WORK FUNCTIONS

Performs inspections of residential dwellings and commercial buildings to ensure compliance with the North Carolina Construction Code of the Uniform Statewide Building Code and local ordinances pertaining to plumbing, electrical, mechanical, and structural work to include materials used, equipment installed and the use of proper procedures. Performs zoning inspections of open zoning permits. Reviews building and renovation plans, blueprints and specifications to ensure code compliance. Advises property owners, contractors and builders regarding building code standards and resolves problems or concerns including zoning. Coordinates with contractors and utility companies when scheduled work may interrupt services to the community.

Issues violation notifications, warnings and court summonses for non-compliance concerns; testifies in court.

Prepares detailed documentation for project and general inspection status; writes daily reports, incident reports and inspection logs.

Performs other duties as assigned.

### EMPLOYMENT STANDARDS

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the Town's mission and values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

### KNOWLEDGE

Code Enforcement – Knowledge of the principles and methods of enforcing municipal codes; knowledge of USBC and local laws, ordinances, and codes. Knowledge of the methods of investigation utilized in code compliance inspections; knowledge of safety, hazardous materials, and fire prevention techniques and requirements; knowledge of legal property descriptions; regulations and requirements for court evidence documentation.

Building Trades - Knowledge of modern methods, practices and techniques of general construction and commercial development to include project blueprints and technical schematics. Knowledge of the plumbing, electrical or mechanical trade, or elevator installation and maintenance.

Safety - Knowledge of occupational hazards, safety precautions and safety regulations related to construction sites and property inspections. Knowledge of common safety rules, regulations, procedures and practices

### SKILLS

Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations.

Judgment/Decision Making – Uses logic and reasoning to understand, analyze, and evaluate situations; anticipates, identifies and evaluates potentially dangerous, unusual or deviating situations; diffuses emotional situations and exercises appropriate judgment to establish priorities and take prompt action for problem resolution.

## ABILITIES

Coordination of Work –Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.

Communication – Ability to communicate ideas effectively, including the preparation of reports and logs. Ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact and diplomacy and in a confidential manner.

## EDUCATION AND EXPERIENCE

Requires a high school diploma and 5 - 7 years journey level experience in two building trades and certification as a Level I inspector in one trade, or an equivalent combination of education and experience.

## **CODE COMPLIANCE OFFICER**

### **DEFINITION OF WORK**

Under general supervision, this position is responsible for performing neighborhood improvement initiatives to build positive community experiences through: code compliance, animal control, emergency management, and related work to ensure the protection of the public's health, safety, and welfare through compliance (not enforcement) measures of federal, state, and local ordinances and best management practices.

### **WORK FUNCTIONS**

Performs code compliance work of residential and commercial properties and authorized signage placed throughout the Town to ensure compliance with local ordinances pertaining to zoning issues, conditional use permits, certificates of occupancy, and the Town's property maintenance codes or special exceptions; reviews plans and drawings; researches property deeds; advises home and business owners regarding zoning related matters. Investigates citizen complaints regarding potential town code or ordinance violations.

Issues violation notifications, warnings and court summonses to property owners for non-compliance concerns; testifies in court. Coordinates the removal of debris, non-conforming signs and abandoned vehicles and assists in the condemnation/demolition process.

Performs emergency management work related to assistance in pre-disaster planning/awareness, disaster response, disaster recovery/clean-up, and after action reviews. Works during emergency conditions to protect lives and property, operates emergency communications equipment and heavy equipment. Liaisons with other members of the emergency management community including first responders to coordinate emergency preparedness efforts.

Prepares detailed documentation for project and general inspection statuses; writes daily reports, incident reports and inspection logs.

Performs other duties as assigned.

### **EMPLOYMENT STANDARDS**

#### **KNOWLEDGE**

Code Enforcement – Knowledge of the principles and methods of enforcing municipal codes; knowledge of USBC and local laws, ordinances, and codes. Knowledge of the methods of investigation utilized in code compliance inspections; knowledge of safety, hazardous materials, and fire prevention techniques and requirements; knowledge of legal property descriptions; regulations and requirements for court evidence documentation.

Construction - Knowledge of modern methods, practices and techniques of general construction and commercial development to include project blueprints and technical schematics.

Safety - Knowledge of occupational hazards, safety precautions and safety regulations related to construction sites and property inspections. Knowledge of common safety rules, regulations, procedures and practices

Communications – Knowledge of communications equipment including radios, computers, and related equipment.

Emergency Management – Knowledge of the principles and practices of emergency management including: hurricanes, severe storms, floods, traffic incidents, mass casualties, and HAZMAT.

Animal Control – Knowledge of the principles and practices of animal control, animal cruelty standards, and disease control related to animals.

## SKILLS

Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations.

Judgment/Decision Making – Uses logic and reasoning to understand, analyze, and evaluate situations; anticipates, identifies and evaluates potentially dangerous, unusual or deviating situations; diffuses emotional situations and exercises appropriate judgment to establish priorities and take prompt action for problem resolution.

## ABILITIES

Time Management – Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.

Communication – Ability to communicate ideas effectively, including the preparation of reports and logs. Ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact and diplomacy and in a confidential manner.

## EDUCATION AND EXPERIENCE

Requires any combination of an Associate's Degree in Public or Business Administration and three to five (3-5) years of experience in property maintenance, zoning codes or public safety, or an equivalent combination of education and experience. A valid Class A driver's license is required. Advanced public safety or building inspection certification preferred.

## **ENGINEERING TECHNICIAN**

### **DEFINITION OF WORK**

Under general supervision, this position is responsible for performing specialized technical engineering technology and civil construction contract compliance activities related to ongoing projects.

### **WORK FUNCTIONS**

Conducts engineering investigations and field studies for analysis of patterns, condition assessment and research data. Conducts or assists in preliminary reviews of construction plans and site specifications to ensure compliance with prescribed standards. Conducts onsite meetings with citizens, outside agencies, contractors, or Town personnel.

Assists in preparing engineering drawings, maps and sketches using computer aided drafting, standard drafting and GIS tools. Researches and analyzes information, records, codes and regulations and prepares written reports with recommendations as appropriate.

Provides assistance in contract administration of projects; assists in processing of proposals, contract bids, project change orders; assists in scheduling requests, ensures proper documentation, assists with gathering information necessary for final payments to contractors and assists Town personnel and the public by providing information upon request.

Performs other duties as assigned.

### **EMPLOYMENT STANDARDS**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the Town's mission and values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

### **KNOWLEDGE**

Engineering - General knowledge of the principles and practices of engineering technology. Knowledge of general principles of civil engineering.

Technology – Thorough knowledge of computer aided drafting software and modern drafting tools for the production of drawings, maps and sketches.

Safety - Knowledge of occupational hazards, safety precautions and safety regulations related to construction sites and property inspections. Knowledge of common safety rules, regulations, procedures and practices

### **SKILLS**

Computer Skills – Utilizes a personal computer with drafting software/GIS capability, word processing, and related software to effectively complete a variety of technical tasks with reasonable speed and accuracy.

Interpersonal Relationships/Customer Service – Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.

Time Management - Plans and organizes daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules.

## ABILITIES

Communication – Ability to communicate ideas and proposals verbally and in writing effectively so others will understand, to include the preparation of detailed reports which include numerical information. Ability to listen and understand information and ideas being presented verbally and in writing.

Critical Thinking – Ability to analyze and interpret information and data to ensure compliance with all applicable federal, state, and local regulations.

Mathematics – Ability to perform mathematical calculations, algebra, geometry and trigonometry.

## EDUCATION AND EXPERIENCE

Requires a high school diploma with coursework in engineering technology and 2 - 3 years journey level experience in a highway or utility construction trade, survey party, manufacturing quality control, or an equivalent combination of education and experience.



## Public Works Director (Grade 22)

### DEFINITION OF WORK

Under limited supervision, this position is responsible for working with and supervising employee and contractor crews in the operations, maintenance and construction of town-wide public works maintenance activities including but not limited to: streets (roadway surface, vegetative shoulders, roadside ditches, curb & gutter), drainage (canals, culverts, and appurtenances), traffic (traffic signage, pavement markings), asset management (motor vehicle fleet and equipment) and field operations on public property.

### WORK FUNCTIONS

Supervises and works toward the operations and maintenance of public works maintenance functions on a daily-weekly operations level such as: street maintenance, drainage maintenance, traffic maintenance, and field operations on public property.

Responsible for the effective supervision and workings of several crews including preparation of reports, performance management, employee relations, prioritizing and assigning work and related activities.

Plans, supervises and schedules the preventative maintenance and repair activities for public works operations and maintenance that include streets (roadway surface, vegetative shoulders, roadside ditches, curb & gutter), drainage (canals, culverts, and appurtenances), traffic (traffic signage, pavement markings), asset management (motor vehicle fleet and equipment) and field operations on public property; reviews the preparation of capital improvement projects; attends pre-bid and pre-construction meetings; advises staff on technical issues; and makes decisions on exceptional situations to manage and implement appropriate services and assistance.

Responsible for the effective supervision to include budget preparation input and monitoring expenditures, staff development and training, succession planning, performance management, employee relations, prioritizing and assigning work and related activities.

Reviews service requests, work orders and processes; estimates materials for projects; prepares cost estimates and written justifications for maintenance projects; evaluates resource needs and manages the effective deployment of resources; monitors work orders, service requests and quality assurance programs; responds to citizen inquires and complaints.

Participates on departmental management teams to provide input into the development and implementation of departmental policies; assists with strategic planning, research, studies and special projects.

Supervises and works on the maintenance of fleet vehicles under care and supervision including providing for the routine checking of fluid levels and evaluation of operating condition of motorized equipment.

Answers routine inquiries of the public concerning policies and regulations; informs residents about programs and work; and refers complaints, violations of ordinances and special service needs as appropriate to immediate supervisor.

Ensures the safety of equipment, private property, and others by following proper safety procedures, watching for pedestrians, private property, overhead utility lines and other utilities or obstructions.

Performs other duties as assigned.

## EMPLOYMENT STANDARDS

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the Town's mission and values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

### KNOWLEDGE

Engineering – Knowledge of civil engineering technology principles and practices.

Surveying – Knowledge of general surveying technology and the use of surveying equipment.

Roadway Maintenance – Knowledge of the materials, compounds, operations, tools, and equipment used in laying asphalt. Knowledge of procedures, methods and techniques associated with preparing and paving pipe trenches and patching street openings.

Drainage Maintenance – Thorough knowledge of the techniques, tools, methods, practices, procedures and materials related to the maintenance and repair of drainage systems and conveyances of stormwater.

Traffic Signs & Markings – Knowledge of MUTCD requirements and NCDOT standards for traffic signs and pavement markings.

Supervision – Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.

Strategic Planning – Knowledge of strategic planning principles and theories to ensure competitive advantage and profitability.

Equipment Operation – Understanding of the proper procedures for operating, inspecting and maintaining assigned equipment. Knowledge of traffic laws and regulations governing the operation of equipment.

Safety - Knowledge of occupational hazards, safety precautions, and safety regulations related to equipment operation, hazardous materials, traffic patterns and conditions, and other work related precautions.

### SKILLS

Computer Skills – Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.

Interpersonal Relationships/Customer Service – Develops and maintains cooperative and professional relationships with employees, representatives from other departments and organizations, and the public.

Judgment/Decision Making – Uses logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.

Critical Thinking – Using logic and reasoning to understand, analyze, and evaluate complex situation and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.

## ABILITIES

Coordination of Work – Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.

Communication – Ability to communicate ideas effectively, including the preparation of reports and logs. Ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact and diplomacy in a confidential manner.

Time Management – Ability to plan and organize daily/weekly work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.

Accounting and Budgeting – Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.

Varying Outdoor Conditions - Ability to perform field maintenance activities in varying outdoor conditions inclusive of weather extremes associated generally with conditions routinely encountered in the Southeastern USA.

Varying Physical Strenuousness – Ability to perform maintenance activities requiring standing, stooping, lifting, shoveling, operating vibratory equipment, pull start equipment, large and complex equipment, and small hand tools in the normal and routine performance of maintenance activities.

## EDUCATION AND EXPERIENCE

Requires any combination of education and experience equivalent to a Associates Degree in Civil Engineering Technology, Construction Management, Business Administration and 1-2 years of work experience or an equivalent combination of education and experience. Must maintain a Commercial Driver's License.

**PUBLIC WORKS OPERATIONS SUPERINTENDENT  
(Grade 20)**

**DEFINITION:**

Under general direction of the Director of Public Works plans, manages, supervises and coordinates the maintenance operations of multiple programs, including, but not limited to, debris removal, construction, repair, maintenance, and operations work in streets, parks, equipment, storm drains, wastewater collection systems, and public facilities; coordinates and administers maintenance service contracts and general construction contracts in assigned Public Works functions; ensures safe work practices, work quality, and accuracy; coordinates assignment activities with other Town departments and outside agencies; performs other related duties as required.

**DISTINGUISHING CHARACTERISTICS:**

The Public Works Operations Manager is a Mid-Management level class responsible for planning and organizing the day-to-day work activities of operations staff engaged in construction, repair, and maintenance work. The incumbent provides highly responsible and complex administrative support to the Director of Public Works. This classification is distinguished from the next higher classification of Director of Public Works or designee in that the latter is responsible for the overall management of the Public Works Department.

**SUPERVISION RECEIVED/EXERCISED:**

Receives general direction from the Director of Public Works or designee. Exercises direct and indirect supervision over assigned staff.

**ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Plans, schedules, organizes and manages the work activities of operations staff responsible for the construction, maintenance, repair, and/or operation of streets, parks, storm drains, Town facilities and public use areas; coordinates the work of the Department with other Town departments, outside agencies, community groups, and the public.
- Directs and participates in the development and implementation of goals, objectives, policies and procedures.
- Assists the Director with the preparation of the budget for the Department; forecasts funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments.

- Researches and recommends programs, projects, and work assignments to the Director; monitors work activities to ensure safe work practices, work quality, and accuracy; develops and maintains short and long-range maintenance schedules for assigned areas; ensures compliance with applicable rules, policies, and procedures.
- Establishes performance goals for subordinate staffing; participates in the selection of personnel; assumes responsibility for motivating and evaluating assigned personnel; writes performance evaluations for field and other assigned staff; provides necessary training; initiates disciplinary procedures as appropriate.
- Evaluates new development in equipment technology; oversees integration, implementation and training for new equipment; reviews performance data; evaluates and resolves potential and reported problems.
- Oversees the repair and maintenance of the Town's fleet, heavy equipment and related power equipment; coordinates the purchase and replacement of equipment as needed; makes recommendations for the purchase of new equipment, and assists in the preparation of equipment specifications.
- Develops schedules and methods for performing assigned duties; maintains appropriate work records and documents, which may include time sheets, work orders, and inventories; plans, assigns, and directs field construction and maintenance projects.
- Oversees assigned contract services, maintenance, and construction activities; administers provisions and specifications of contracts; prepares technical and/or analytical reports on operations as necessary; reviews and monitors all purchase orders; monitors and controls supplies and equipment.
- Plans, schedules and oversees debris removal activities; responds to emergency storm incidents.
- Serves as a resource for department personnel, Town staff, other organizations and the public; coordinates pertinent information, resources, and work teams necessary to support a positive and productive environment.
- Establishes and maintains a customer service orientation within the Department.
- Receives and investigates citizen complaints and requests; determines and ensures appropriate disposition; monitors work completed in response to concerns forwarded by the Director; investigates and reports on matters related to claims made against the Town; directs and monitors regulatory compliance for field operations.

## **PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking on slippery surfaces, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The nature of the work may require the incumbent to work outdoors in all weather conditions, including wet, snow, hot, and cold, and lift equipment and materials weighing in excess of 50 pounds, and occasionally requires working in

heavy traffic conditions. The incumbent may be required to work nights and weekends, respond first to after hours emergency call-outs.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

## **QUALIFICATIONS:**

### ***Education and/or Experience:***

Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Public Works Operations Manager**. A typical way of obtaining the required qualifications is to possess the equivalent of seven years of increasingly responsible experience in public works maintenance, construction, and/or contract administration, including three years of supervisory experience, and a high school diploma or equivalent. Possession of an associate's degree or higher from an accredited college or university in public administration, civil engineering or a closely related field is preferred.

### ***License/Certificate:***

Possession of a valid driver's license and CDL with a satisfactory driving record.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

### ***Knowledge of:***

Operational characteristics, services, and activities of a public works operation and maintenance program. Principles and practices of administration, including goal setting, policy and procedure development and implementation; contract negotiation and administration; principles and practices of program and budget

development, administration, and evaluation; methods and techniques of management, supervision, training, motivation and employee discipline; occupational safety hazards and safe work practices; basic principles of mathematics; applicable federal, state, and local laws, codes, and regulations, including those specific to wastewater and storm water collection systems; modern office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation; proper English, spelling, and grammar; occupational hazards and standard safety practices.

***Ability to:***

Plan, organize and direct the operations and activities of a variety of Public Works maintenance units; provide comprehensive administrative review of work activities, costs, staffing requirements, equipment uses, and time requirements; analyze work activities and operational problems; read and understand plans and specifications; develop and administer a budget; manage and participate in the establishment of division and/or department goals, objectives, and methods for evaluating achievement and performance levels; research, analyze and evaluate new service delivery methods and techniques; negotiate and oversee contracts; coordinate and conduct training programs for staff; respond to issues and concerns from the community; plan, organize, train, evaluate, and direct work of assigned staff; interpret, explain, and apply applicable laws, codes, and regulations; organize, prioritize, and follow-up on work assignments; analyze a complex issue and develop and implement an appropriate response; ensure adherence to established safety rules, regulations and guidelines; prepare clear, concise, and comprehensive administrative and technical reports; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships; respond and perform assigned duties in the event of an emergency.

***Skill to:***

Operate an office computer and a variety of word processing and software applications; safely and effectively operate a variety of equipment, tools and vehicles used in construction, maintenance and repair activities.

## **MAINTENANCE CREW LEADER**

### DEFINITION OF WORK

Under general supervision, this position is responsible for working with and supervising an employee crew in the operations, maintenance and construction of town-wide public works maintenance activities including but not limited to: streets (roadway surface, vegetative shoulders, roadside ditches, curb & gutter), drainage (canals, culverts, and appurtenances), traffic (traffic signage, pavement markings), asset management (motor vehicle fleet and equipment) and field operations on public property.

### WORK FUNCTIONS

Supervises and works toward the operations and maintenance of public works maintenance functions on a daily-weekly operations level such as: street maintenance, drainage maintenance, traffic maintenance, and field operations on public property. Coordinates this work with the division level supervisor as needed.

Responsible for the effective supervision and workings of one employee crew including preparation of reports, performance management, employee relations, prioritizing and assigning work and related activities.

Participates on division level management teams to provide input into the development and implementation of departmental policies; assists with operational-functional implementation of strategic plan goals (e.g. equipment procurements and specifications).

Works on the maintenance of fleet vehicles under care and supervision including providing for the routine checking of fluid levels and evaluation of operating condition of motorized equipment.

Answers inquiries of the public concerning activities being undertaken on the jobsite; informs residents about work; and refers complaints, violations of ordinances and special service needs as appropriate to immediate supervisor.

Operates equipment such as small hand tools, small engine powered equipment, lawn mowers, tractors, backhoes, skid-steers, track-hoes, articulating loaders, chippers, dump trucks, pick-up trucks, and other similar types of construction/maintenance equipment. Operates small tools and equipment incidental to operations and maintenance of public works functions not otherwise indicated.

Ensures the safety of equipment, private property, and others by following proper safety procedures, watching for pedestrians, private property, overhead utility lines and other utilities or obstructions.

Performs other duties as assigned.



## EMPLOYMENT STANDARDS

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the Town's mission and values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

### KNOWLEDGE

Engineering – Some knowledge of civil engineering technology principles and practices.

Surveying – Some knowledge of general surveying technology and the use of surveying equipment.

Roadway Maintenance – Knowledge of the materials, compounds, operations, tools, and equipment used in laying asphalt. Knowledge of procedures, methods and techniques associated with preparing and paving pipe trenches and patching street openings.

Drainage Maintenance – Knowledge of the techniques, tools, methods, practices, procedures and materials related to the maintenance and repair of drainage systems and conveyances of stormwater.

Traffic Signs & Markings – Knowledge of MUTCD requirements and NCDOT standards for traffic signs and pavement markings.

Supervision – Knowledge of field leadership techniques, principles and procedures to lead a group of employees in field operations. Relating division work goals, principles, and practices to practical application as they relate to the work of the employee crew in the field.

Equipment Operation – Understanding of the proper procedures for operating, inspecting and maintaining assigned equipment. Knowledge of traffic laws and regulations governing the operation of equipment.

Safety - Knowledge of occupational hazards, safety precautions, and safety regulations related to equipment operation, hazardous materials, traffic patterns and conditions, and other work related precautions.

### SKILLS

Interpersonal Relationships/Customer Service – Develops and maintains cooperative and professional relationships with employees, representatives from other departments and organizations, and the public.

Judgment/Decision Making – Uses logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions and also to know how decision making must be referred or otherwise integrated into division/department/town-wide decisions.

## ABILITIES

Communication – Ability to listen and understand directions, information and ideas presented verbally and in writing.

Time Management – Ability to plan and organize daily/weekly work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.

Varying Outdoor Conditions - Ability to perform field maintenance activities in varying outdoor conditions inclusive of weather extremes associated generally with conditions routinely encountered in the Southeastern USA.

Varying Physical Strenuousness – Ability to perform maintenance activities requiring standing, stooping, lifting, shoveling, operating vibratory equipment, pull start equipment, large and complex equipment, and small hand tools in the normal and routine performance of maintenance activities.

## EDUCATION AND EXPERIENCE

Requires any combination of education and experience equivalent to High School Diploma and demonstrated leadership in field operations and 3-5 years of work experience or an equivalent combination of education and experience. Must maintain a Commercial Driver's License.

## **MAINTENANCE WORKER**

### **DEFINITION OF WORK**

Under close regular supervision, this position is responsible for operating a variety of motorized equipment in support of town-wide public works maintenance activities including but not limited to: streets, drainage, and field crew operations.

### **WORK FUNCTIONS**

Assists with performing scheduled and preventative maintenance on the street system; repairs asphalt, maintains roadside vegetation, maintains drainage facilities, installs/repairs traffic signs/markings, picks-up storm debris, participates in heavy reconstructive activities of street and drainage facilities as needed. Prepares reports, daily records and documentation as required.

Operates equipment such as small hand tools, small engine powered equipment, lawn mowers, tractors, backhoes, skid-steers, track-hoes, articulating loaders, chippers, dump trucks, pick-up trucks, and other similar types of construction/maintenance equipment. Operates small tools and equipment incidental to operations and maintenance of public works functions not otherwise indicated.

Follows proper safety procedures to provide for safety of equipment and safety of others; ensures that all activities and site conditions are in compliance with federal, state and local regulations and policies. Performs routine checks, preventive maintenance, installation and repair of related equipment; identifies and reports equipment malfunctions; cleans equipment as needed.

Ensures the safety of equipment, private property, and others by following proper safety procedures, watching for pedestrians, private property, overhead utility lines and other utilities or obstructions.

Performs other duties as assigned.

### **EMPLOYMENT STANDARDS**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the Town's mission and values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

### **KNOWLEDGE**

Equipment Operation – Thorough knowledge of the proper procedures for operating, inspecting and maintaining assigned equipment. Knowledge of traffic laws and regulations governing the operation of equipment.

Safety - Knowledge of occupational hazards, safety precautions, and safety regulations related to equipment operation, hazardous materials, traffic patterns and conditions, and other work related precautions.

## SKILLS

Interpersonal Relationships/Customer Service – Develops and maintains cooperative and professional relationships with employees, representatives from other departments and organizations, and the public.

Judgment/Decision Making –Uses logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.

## ABILITIES

Communication – Ability to communicate ideas effectively. Ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact and diplomacy in a confidential manner.

Varying Outdoor Conditions - Ability to perform field maintenance activities in varying outdoor conditions inclusive of weather extremes associated generally with conditions routinely encountered in the Southeastern USA.

Varying Physical Strenuousness – Ability to perform maintenance activities requiring standing, stooping, lifting, shoveling, operating vibratory equipment, pull start equipment, large and complex equipment, and small hand tools in the normal and routine performance of maintenance activities.

## EDUCATION AND EXPERIENCE

Requires a high school diploma, or an equivalent combination of education and experience. Must maintain a Commercial Driver's License.

## **GROUNDSKEEPER**

### DEFINITION OF WORK

Under routine supervision, this position is responsible for performing grounds maintenance, light equipment operation, and manual work in the care and maintenance of public grounds.

### WORK FUNCTIONS

Performs routine vegetative (lawn and planting) maintenance tasks such as grass cutting, edging, trimming, pruning, fertilizing, watering, planting, seeding, mulching and other activities associated with the aesthetic standards of public grounds maintenance.

Performs other duties as assigned.

### EMPLOYMENT STANDARDS

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the Town's mission and values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

### KNOWLEDGE

Grounds Methods - General knowledge of grounds upkeep including the maintenance and livelihood of planted vegetation and the equipment associated with such upkeep.

### SKILLS

Interpersonal Relationships/Customer Service – Develops and maintains cooperative and professional relationships with employees and the public. Effectively responds to routine inquiries and disputes.

Time Management - Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.

### ABILITIES

Manual Labor – Ability to use equipment and materials efficiently and economically.

Judgment/Decision Making – Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.

Communication – Ability to listen and understand directions, information and ideas presented verbally or in writing.

Varying Outdoor Conditions - Ability to perform field maintenance activities in varying outdoor conditions inclusive of weather extremes associated generally with conditions routinely encountered in the Southeastern USA.

Varying Physical Strenuousness – Ability to perform maintenance activities requiring standing, stooping, lifting, shoveling, operating vibratory equipment, pull start equipment, large and complex equipment, and small hand tools in the normal and routine performance of maintenance activities.

#### EDUCATION AND EXPERIENCE

Requires any combination of education and experience equivalent to one (1) year of grounds experience.

## **BUILDING CUSTODIAN**

### DEFINITION OF WORK

Under routine supervision, this position is responsible for performing custodial and manual work in the care and cleaning of public facilities.

### WORK FUNCTIONS

Performs routine cleaning tasks such as dusting or polishing chairs, desks, tables, shelves, and other furniture; washes windows, woodwork and walls; gathers and disposes of trash; vacuums, sweeps, and mops floors. Cleans restrooms and restocks supplies.

Performs other duties as assigned.

### EMPLOYMENT STANDARDS

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the Town's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

### KNOWLEDGE

Cleaning Methods - General knowledge of cleaning methods materials, and equipment to include the operation of heavy commercial cleaning equipment such as high-powered buffers and vacuums.

### SKILLS

Interpersonal Relationships/Customer Service – Develops and maintains cooperative and professional relationships with employees and the public. Effectively responds to routine inquiries and disputes.

Time Management - Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.

### ABILITIES

Manual Labor – Ability to use equipment and cleaning materials efficiently and economically.

Judgment/Decision Making – Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.

Communication – Ability to listen and understand directions, information and ideas presented verbally or in writing.

## EDUCATION AND EXPERIENCE

Requires any combination of education and experience equivalent to one (1) year of custodial experience.



## **PERMIT COORDINATOR AND ASSISTANT TO INSPECTIONS AND CONSTRUCTION SUPERINTENDENT**

### **Definition**

Responsible for administrative and financial work to support activities of Inspections Division. Receives, logs, and distributes building plans for plan checking; checks and reviews permit applications and supporting documents for proper form, sufficiency of information, and conformance with legal standards. Issues permits as authorized.

### **Supervision**

Works under general supervision of Chief Building Inspector, following Inspections Division rules, regulations, and policies; duties require the ability to plan and perform operations, and independently complete assigned tasks.

### **Supervisory Responsibilities**

None.

### **Work Environment**

Work is performed in busy office conditions with regular interruptions to respond to requests for information or service. The workload is subject to both predicted and unplanned fluctuations. The employee operates standard office equipment.

Duties require daily contact with residents, builders, plumbers, electricians, engineers, realtors, government agencies and other town departments, boards, and committees. Contact is in person, by telephone, fax, e-mail, and in writing.

### **Essential Duties and Responsibilities**

Receive and review building permit applications from customers; assess scope of project and relevant permit requirements; educate customers regarding necessary permits and general code compliance of proposed projects. Responds to inquiries and complaints from the public pertaining to zoning, building, electrical, gas, and plumbing permits. Provides clear and effective communication and follow up with the public and customers with information relating to project changes and effect of ordinances on projects. Verify that projects have obtained all necessary approvals; verify professional and contractor licensing. Calculate and verify fees; accept payments; issue permits as authorized. Log inspection requests and prepare field files for daily inspection for building inspectors. Prepare Certificates of Occupancy as required. Provides assistance to Chief Building Inspector and other Inspections Division employees on tasks as directed. Answers questions from landowners, developers, and other interested persons seeking information about how to apply for permits and responds to daily public inquiries on building matters over the phone, in writing, or in person. Coordinates responses to public record requests and zoning determinations. Processes requests for inspections. Responsible for processing of related documentation and maintenance of records. Provides backup to front office staff as required.

## OFFICE COORDINATOR

### Office Coordinator Job Responsibilities:

- Completes payments and controls expenses by receiving, processing, verifying, and reconciling invoices.
- Reconciles processed work by verifying entries and comparing system reports to balances.
- Charges expenses to accounts and cost centers by analyzing invoice/expense reports; recording entries.
- Pays vendors by monitoring discount opportunities, verifying federal id numbers, scheduling and preparing checks, and resolving purchase order if applicable, contract, invoice, or payment discrepancies and documentation.
- Ensures credit is received for outstanding memos.
- Issues stop-payments or purchase order amendments when needed.
- Maintains accounting ledgers by verifying and posting account transactions.
- Verifies vendor accounts by reconciling monthly statements and related transactions.
- Maintains historical records by scanning invoices and check stubs after payment then filing documents.
- Disburses credit cards for approved purchases.
- Reports sales taxes by calculating requirements on unpaid invoices.
- Manages workflow and processes as required (e.g. building permitting)
- Answers telephone and provides appropriate assistance or forwards callers to appropriate staff member
- Performs administrative support work such as data entry as necessary
- Assists with payroll and finance department duties as required
- Accomplishes accounting and organization mission by completing related results as needed

### Office Coordinator Qualifications / Skills:

- Tracking budget expenses
- Attention to detail
- Thoroughness
- Organization
- Analyzing information
- Accounting
- Vendor relationships
- PC proficiency
- Data entry skills
- General math skills

### Education, Experience, and Licensing Requirements:

- High school diploma, GED, or equivalent required
- Bachelor's degree in accounting, finance, or related field a plus
- Previous accounts payable experience preferred

## **OFFICE ASSISTANT**

### DEFINITION OF WORK

Under close supervision, this position performs routine administrative duties in support of the department or agency where assigned. Position may be filled as an Office Assistant I or Office Assistant II based on satisfactory work performance.

### WORK FUNCTIONS

Performs routine administrative support work; retrieves or enters routine data such as account information or fee charges; records, transfers, and posts information from one source to another; calculates rates; performs basic batch control work; types, proofreads and edits correspondence; and maintains, logs, charts, diagrams, fee schedules and related types of activities.

Responsible for department or agency work flows/processes as required (e.g. permitting process, accounts payable/receivable process, payroll process, etc.). The workflows established within the department or agency where assigned will be determined by department/agency management.

Answers telephone; ascertains nature of call and refers to appropriate individual or provides appropriate assistance based on knowledge of situation or researches to obtain more complete information.

Operates standard office equipment to include computers, copiers, fax, and scanners; and maintains supply inventory.

Performs other duties as assigned.

### EMPLOYMENT STANDARDS

#### KNOWLEDGE

Office Administration – Some knowledge of office systems, practices, procedures and administration. Some knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.

#### SKILLS

Computer Skills – Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.

Interpersonal Relationships/Customer Service – Develops and maintains cooperative and professional relationships with employees and the public. Effectively responds to and resolves general inquiries.

#### ABILITIES

Communication – Ability to communicate effectively verbally and in writing so others will understand. Ability to handle a variety of issues with tact and diplomacy. Ability to listen and understand information and ideas being presented verbally and in writing.

Time Management - Ability to plan and organize daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules.

### EDUCATION AND EXPERIENCE

Requires graduation from high school or equivalent and 1 year of related administrative support work experience.

## **TOWN PLANNER**

### DEFINITION OF WORK

Under limited supervision, this position is responsible for a wide variety of technical and professional tasks in support of the Town planning function: physical, environmental, parks/recreation, transportation, and infrastructure planning as well as community development.

### WORK FUNCTIONS

Performs physical planning work administering the comprehensive plan and unified development ordinance, and other physical development ordinances under the supervision of the UDO Administrator. Will serve as primary staff support of the Planning Board, Board of Adjustment, and Tree Advisory Committee.

Performs parks and recreation planning work to support the Parks and Greenspace Committee.

Performs limited transportation planning work associated with the technical support of the Grand Strand Area Transportation Study (GSATS), which is the metropolitan planning organization for the Town. Interfaces with GSATS and NCDOT representatives as needed to further transportation planning objectives within the jurisdiction of the Town and its outlying areas.

Performs infrastructure planning associated with the ongoing maintenance of the Capital Improvement Plan (CIP), and its interrelation with operations and maintenance activities of the Town. Coordinates infrastructure planning with work order and resident service requests to develop customer centric approach to service delivery.

Performs community development functions related to grant writing under the direction of senior staff/consultants as well as supporting neighborhood improvement efforts by other departments/divisions.

Prepares plans, reports, and studies for the furtherance of local government planning activities and integrates local government planning with other entities (US Census, State Demographer, Brunswick County, NCDOT, et al).

Evaluates, issues, and coordinates permitting as it relates to physical planning.

Assists in interpreting the zoning ordinance and facilitating Board meetings; prepares and coordinates all legal advertisements for public hearings; assists applicants as needed.

Represents the Town on committees and boards; review and recommends changes to ordinances as they pertain to the physical development function.

Assists in the preparation of the Town's Comprehensive Plan or other studies as required.

Performs other duties as assigned.

## EMPLOYMENT STANDARDS

### KNOWLEDGE

Planning - Knowledge of land use planning principles and practices, zoning procedures and policies, technical precepts and terminology of a county planning division or department. General knowledge of demographics, mapping and laws as applied to development principles.

Technology – Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software. Specific knowledge of geographic information systems (GIS) and map making/reproduction.

### SKILLS

Computer Skills – Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of tasks with reasonable speed and accuracy.

Interpersonal Relationships/Customer Service – Develops and maintains cooperative and professional relationships with employees and the public. Able to effectively handle routine inquiries and complaints from or disputes with customers.

Time Management - Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.

### ABILITIES

Communication – Excellent ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact and diplomacy in a confidential manner.

Critical Thinking - Using logic and reasoning to understand, analyze, and evaluate complex situations and research information to identify the strengths and weaknesses of alternative solutions, forecasting, conclusions or approaches.

Reporting – Ability to prepare statistical reports, displays, and presentations and related analyses to present information/data in written, graphic or verbal form.

## EDUCATION AND EXPERIENCE

Position requires a Bachelor's degree in geography, public administration, engineering, construction management or a related field and two years of experience in local government planning (a Master's degree in public administration, geography, or planning may be substituted for years of experience).

**HEAVY EQUIPMENT OPERATOR**  
(Grade 17 \$37,429.92)

**DEFINITION OF WORK**

Under close regular supervision, this position is responsible for operating a variety of motorized equipment in support of town-wide public works maintenance activities including but not limited to: streets, drainage, and field crew operations. This position is also responsible for strenuous manual work when machines are not used.

**WORK FUNCTIONS**

Assists with performing scheduled and preventative maintenance on the street system; repairs asphalt, maintains roadside vegetation, maintains drainage facilities, installs/repairs traffic signs/markings, picks-up storm debris, participates in heavy reconstructive activities of street and drainage facilities as needed. Prepares reports, daily records and documentation as required.

Operates equipment such as front-end loader; operates a trackhoe; operates a skid steer; operates a split steer; operates an aerial lift; operates tractors with mowing decks; track-hoes, articulating loaders, chippers, dump trucks, pick-up trucks, and other similar types of construction and maintenance equipment. Services and make minor repairs and adjustments and/or train other employees; Operates small tools and equipment incidental to operations and maintenance of public works functions not otherwise indicated.

Follows proper safety procedures to provide for safety of equipment and safety of others; ensures that all activities and site conditions are in compliance with federal, state and local regulations and policies. Performs routine checks, preventive maintenance, installation and repair of related equipment; identifies and reports equipment malfunctions; cleans equipment as needed.

Ensures the safety of equipment, private property, and others by following proper safety procedures, watching for pedestrians, private property, overhead utility lines and other utilities or obstructions.

Performs other duties as assigned.

**EMPLOYMENT STANDARDS**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the Town's mission and values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

**KNOWLEDGE**

Equipment Operation – Thorough knowledge of the proper procedures for operating, inspecting and maintaining assigned equipment. Knowledge of traffic laws and regulations governing the operation of equipment. Thorough knowledge of the occupational hazards involved and the safety precautions necessary to the proper operation of varied construction and maintenance equipment. Ability to understand and follow oral and written directions; mechanical aptitude; ability to make minor repairs and adjustments to equipment.

Safety - Knowledge of occupational hazards, safety precautions, and safety regulations related to equipment operation, hazardous materials, traffic patterns and conditions, and other work related precautions.

## SKILLS

Interpersonal Relationships/Customer Service – Develops and maintains cooperative and professional relationships with employees, representatives from other departments and organizations, and the public.

Judgment/Decision Making –Uses logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.

## ABILITIES

Communication – Ability to communicate ideas effectively. Ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact and diplomacy in a confidential manner.

Varying Outdoor Conditions - Ability to perform field maintenance activities in varying outdoor conditions inclusive of weather extremes associated generally with conditions routinely encountered in the Southeastern USA.

Varying Physical Strenuousness – Ability to perform maintenance activities requiring standing, stooping, lifting, shoveling, operating vibratory equipment, pull start equipment, large and complex equipment, and small hand tools in the normal and routine performance of maintenance activities.

## EDUCATION AND EXPERIENCE

Requires a high school diploma, or an equivalent combination of education and experience.