

**CITY OF MARLBOROUGH**  
**INSPECTIONAL SERVICE DEPARTMENT**  
**PRINCIPAL CLERK**

**POSITION PURPOSE**

The purpose of this position is to provide clerical support for the Office of Inspectional Services and Code Enforcement Division, focused on delivery of exceptional service to the community and City Departments in need of assistance. This position functions as the support to the Code Enforcement Division and assist the Conservation Officer with duties for Board of Appeals.

**ESSENTIAL JOB FUNCTIONS:**

*(The essential functions or duties listed below are intended only as illustrations of the various type 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.)*

- Responds to all inquiries and departmental requests.
- Interacts with customers (internal and external) by phone, email, fax, mail, or in-person.
- Maintains financial records for all of the Inspectional Services accounts, grants, appropriations, revenues, capital expenditures and contracts.
- Monitors expenditure of all Inspectional Services funds; examines all vouchers, department bills and for appropriateness of expenditure and for accuracy and availability of funds before payment. Reconciles account balances and performs monthly account reconciliations.
- Provides regular reports for the Building Commissioner on expenditures and account balances; makes recommendations to improve financial processes.
- Reviews contracts to assure compliance with purchasing procedures and certify the availability of appropriated funds.
- Compiles and submits required reports during and at the close of the fiscal year; prepares department financials.
- Administers the day-to-day activities of the Code Enforcement Division, as well as the permit intake operations.
- Provides real-time scheduling support for the Building Commissioner by booking appointments and preventing conflicts.
- Assists with Board of Appeal & Conservation Commission meetings, coordinates proper meeting schedule, and maintains minutes. As well as prepares, distributes, and posts agenda packets ensuring proper public notification.
- Assists with Site Plan Review Committee public meetings.
- Assists with the coordination of the Plan Review assignments for the Building Department.
- Responsible for routine office administrative tasks, such as filing, maintaining departmental minutes and setting up meetings.
- Responsible for the department's office supply management, order placement, and vendor interface with service providers.
- Assists with the writing and distributing departmental communication for the Office of Inspectional Services, including Building Department, Code Enforcement and Conservation.
- Performs all other duties as required.

**SUPERVISION RECEIVED**

Works under the direct supervision of the Building Commissioner and may take direction from the Assistant Building Commissioner. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently. The supervisor provides additional, specific instruction for new, difficult, or unusual assignments, including suggested work methods. The employee refers unusual situations to the supervisor for advice and further instructions.

**ACCOUNTABILITY**

The nature of the work means that errors in administrative work are not easily detected. Consequences of errors, including inaccurate information, could impact other departments and result in monetary loss, legal repercussions, interruption of service and poor internal or external customer service.

**JUDGMENT**

The work involves numerous standardized practices, procedures, or general instructions that govern the work and, in some cases, may require additional interpretation. Judgment is needed to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline.

**COMPLEXITY**

The work consists of a variety of duties which generally follow standardized practices, procedures, regulations, or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

**NATURE AND PURPOSE OF CONTACTS**

Relationships are primarily with co-workers, vendors, and the public, involving frequent explanation, discussion or interpretation of practices, procedures, regulations, or guidelines in order to render service, plan or coordinate work efforts, or resolve problems. Other regular contacts are with service recipients and employees of outside organizations. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

**CONFIDENTIALITY**

Employee has access at the departmental level to a variety of highly sensitive and confidential information.

**WORK ENVIRONMENT**

The work is performed in an office environment. Noise or physical surroundings may be distracting.

**EDUCATION AND EXPERIENCE**

Bachelor's Degree in business, accounting, finance, or a related field preferred with a minimum of three (3) years of full-time related experience or any equivalent combination of education and experience. Building Permit Technician Certification through International Code Council (ICC) or equivalent required or the ability to obtain within six (6) months. Experience with electronic permitting software, a plus.

**KNOWLEDGE, ABILITY AND SKILLS**

Knowledge: Practical knowledge of the customer service best practices. Knowledge of information technology and office automation tools, such as Word, Excel, MUNIS, Outlook, and Power Point. Knowledge of basic accounting practices including financial reports and reconciliation. Knowledge of state and local laws and by-laws, regulations, policies, department operations. Knowledge of court filings and recordings with the registry of deeds. Knowledge of building permit processes including but not limited to zoning compliance, interagency requirements (i.e., Health, Engineering, Conservation, Fire, Code Enforcement). Experience with electronic permitting software

Ability: Ability to establish and maintain effective working relations with elected City officials, department heads, supervisors, and employees. Ability to maintain professional demeanor in stressful situations. Ability to be organized and pay attention to details. Ability to analyze and interpret financial data and present findings clearly. Ability to operate standard office equipment and computer software and database administration.

Skills: Excellent oral and written communication skills. Strong interpersonal skills. Establish and maintain cooperative working relationships with those contacted in course of work. Strong problem-solving skills.

## **PHYSICAL, MOTOR AND VISUAL SKILLS**

*Physical Skills:* The work involves physical skills typical of an office environment, including sitting, standing, walking, and stooping. May be required to use hands to operate objects, tools, or controls, and reach with arms to pick up objects, such as files, boxes of papers, office supplies, and office equipment weighing up to thirty (30) pounds.

*Motor Skills:* Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

*Visual Skills:* Visual demands require routinely reading documents for general understanding and analytical purposes and frequent computer usage.