

## PLANNING/ENFORCEMENT CLERK

**Department:** Planning & Redevelopment      **Classification/Grade:** 15  
**Division:** \_\_\_\_\_      **FLSA Status:** Non-Exempt  
**Reports to:** Planning & Redev. Div Mgr.      **Date Approved:** \_\_\_\_\_

*Job descriptions/specifications are only intended to present a descriptive summary of the range of duties, tasks, and responsibilities associated with a specific position. Therefore, description/specifications may not include all duties performed by the individual. In addition, description/specifications are intended to outline the minimum qualifications necessary for entry into the position/class and do not necessarily convey the qualifications of incumbents within the position/class.*

### **DEFINITION**

Under general supervision performs a wide variety of specialized clerical processing duties involved in providing information to the public regarding development regulations, zoning and business license ordinances, and compliance procedures; provides a variety of support services relating to planning and development issues; performs related duties as required in support of Planning & Redevelopment.

### **ESSENTIAL FUNCTIONS:**

**(Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of reasonable accommodation.)**

1. Serve as a representative of the City of Mesquite, demonstrating a positive attitude and progressive actions through the display of professionalism, courtesy, and appropriate tact and discretion in all interactions with other employees and with the public.
2. Respond to citizen questions over the phone, in person, and by correspondence regarding development regulations, permit and license fees, business licenses, law enforcement, and development procedures required by the City.
3. Respond to questions from property owners who have been noticed for development or business license violations; provide information specific to the violation, requirements for compliance and, if appropriate, court citation process.
4. Direct and deal effectively with agitated people to avoid conflicts.
5. Notify property owners by mail regarding failure to comply with appropriate City codes and regulations.
6. Enter zoning complaints on computer system.
7. Record code violations; mail reminders of compliance deadlines to property owners; update actions taken; coordinate with enforcement officers for follow-up inspections or citations; maintain case log calendar.
8. Update zoning compliance file; check for condition approval and compliance; notify application of conditions to be met; record verification of compliance.
9. Research property ownership, variances, use permits, and other documentation regarding the property in question.
10. Input and retrieves a variety of development information using a computer terminal.
11. Operate a variety of office equipment, including a computer terminal.
12. Answer the phone and greets the public.
13. Perform general clerical support.
14. Organize and maintain complex technical filing system. Maintain records and forms.
15. Ensure storage of department records is secure at all times.
16. Attend workshops/training as required.
17. Be dependable and meet acceptable attendance requirements at all times.
18. Follow all applicable safety rules and regulations.

## **OTHER JOB FUNCTIONS**

- A. Protect confidential information by preventing unauthorized release, both verbal and/or written.
- B. Assist in department operations and perform other related duties as assigned.

## **QUALIFICATIONS:**

The degree of knowledge and ability as outlined under this section is that which is necessary to satisfactorily perform the essential functions of this position.

### **Knowledge of:**

- Planning and Enforcement procedures and documents.
- Organization procedures and operating details of a municipal government.
- Basic bookkeeping and filing.
- Proper English language usage, spelling, grammar and punctuation.
- Customer service needs and delivery.
- Modern office procedures, methods and computer equipment, programs applications and uses.

### **Ability to:**

- Deliver quality customer service.
- Respond to requests and inquires from the general public.
- Type at a speed necessary for successful job performance.
- Maintain confidentiality of work.
- Work independently with minimal supervision.
- Understand and follow oral and written instructions.
- Operate and use modern office equipment including computer and computer programs
- Establish and maintain effective working relationships with those contacted in the course of work.
- Gain knowledge of City Code and NRS statutes, legal terminology applicable to a planning and enforcement operation, retain and use during interactions with customers.

## **Experience, Education, and Training:**

Any equivalent combination of training, education and experience which provides the individual with the required knowledge, skills and abilities to perform the job. A typical way to obtain the required knowledge and abilities would be:

Education: High school diploma or G.E.D.

Experience: Two-year clerical or reception experience which include assisting the public with codes, rules, regulations or procedures.

License or Certificate: Must possess, at the time of employment and continuously throughout employment, a valid driver's license.

## **WORKING CONDITIONS**

Work is performed under the following conditions:

### **Physical Requirements:**

Subject to high levels of public contact and frequent interruptions. Duties require sufficient mobility to work in a typical office setting and use standard office equipment, including a computer; sustained posture in a seated position for prolonged periods of time; occasional stooping, twisting, bending, kneeling, and reaching; vision to read printed materials and a VDT screen, and hearing and speech to communicate in person or over the telephone. Must be able to attend off-site and out of town training. Must be able to handle stressful situations. Must carry/lift/push or pull loads of up to 25lbs.

### **Job Hazards/Risk Factors:**

Employee may risk physical hazard from angry and volatile citizens.

The City of Mesquite is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodation to qualified individuals. The City of Mesquite encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.