

OWENSBORO METROPOLITAN PLANNING COMMISSION POSITION DESCRIPTION

Position Title: Clerk/Receptionist
Division: Building/Planning
Supervisor: Associate Director, Building and Planning

Purpose of Position: The Front Desk Clerk is the first contact for most customers visiting the OMPC office in person or on the phone and provides support to the OMPC staff.

Essential Duties and Responsibilities: The following duties are normal for this position. These duties are not exclusive or all-inclusive. Other duties may be required and assigned.

- Greets customers upon arrival and determines what actions need to be taken to serve the customer efficiently;
- Answers phone calls and schedules inspections;
- Coordinates with inspectors to contact builders/contractors prior to the inspector arriving on site;
- Provides support to the staff by typing reports or correspondences, entering data, preparing and distributing meeting packets and adjoining property owner letters, and other various functions as needed;
- Files records and reports, schedules meetings, copies information and other similar responsibilities as needed.

Minimum Training and Experience:

- High school diploma or General Education Degree (GED) or six months clerical experience or equivalent combination of post-secondary education and experience;
- Ability to effectively communicate with customers and staff;
- Ability to effectively use Microsoft Office applications, on-line cloud based permitting software, etc.;
- Ability to manage time efficiently and effectively;
- Ability to maintain confidentiality, be detail and team-oriented, demonstrate positive working attitude and a courteous customer-service oriented attitude.