



Administrative Support Specialist I

Franklin County Inspections Department is recruiting for an Administrative Support Specialist I. Employees in this class perform a variety of clerical, records processing, data entry, program assistant, and administrative support duties. Duties includes providing customer service in the issuance of permits for inspections and answering a variety of questions from contractors and the general public. Work generally requires that employees handle day-to-day activities such as information and records processing. General knowledge of the department and related functions are needed. Work is performed under the supervision of the Department head or other higher-level supervisor and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

Duties and Responsibilities:

- Serves as clerical, data entry, or other administrative support for departmental functions and services; screens calls and inquiries; secures and gives information.
- Provides customer service in the issuance of permits for inspections; answers a variety of questions from contractors and the general public.
- Receives and greets visitors to the department; gives information concerning customer needs as it relates to inspections.
- Makes appointments for inspections as requested by clients.
- Inputs data into automated systems for the department; generates records, reports, bills and/or other departmental requirements from the data; verifies and edits data, as needed.
- Operates a word processor to generate correspondence, memoranda, notes, minutes, reports, or other materials; reviews work for compliance with instructions, spelling, punctuation, and basic grammar; proofreads final copies of materials.
- Types a variety of materials including tabular charts and statistical materials from typed, handwritten copy, or machine dictation; proofreads final copies for spelling, punctuation, grammar, and format.
- Reviews and verifies records and reports for correct information; processes documents based on review and verification; files and retrieves materials based on limited information and performs periodic follow-up activities.
- Screens and routes materials according to content of communications.
- Maintains activity records and files; initiates appropriate follow-up or further action based on the status of office activity.
- Provides backup assistance to other roles in the Department, and performs related duties as required.

Knowledge, Skills and Abilities:

- General and working knowledge of office practices and procedures.
- General and working knowledge and ability to use correct numbers, arithmetic, bookkeeping, grammar, vocabulary, and spelling.
- Ability to communicate effectively in person and by telephone.
- Ability to gather and give basic information and instructions on departmental programs based on inquiries.
- Ability to learn a general knowledge of persons and departmental programs.
- Ability to be tactful and courteous.
- Ability to gather and compile materials from a variety of sources.
- Ability to operate a variety of office machines such as a computer, fax, copier, and others required in the position.
- Ability to use judgment in organizing and establishing priorities of the work assigned.
- Ability to record financial transactions and balance figures; ability to meet deadlines with payrolls and related actions with
- Ability to compile information based on general instructions.
- Ability to arrange and place records, reports, and files into a proper sequence.
- Ability to establish and maintain effective working relationships with supervisors, employees, and the general public.

Desirable Education and Experience:

High school diploma and moderate experience as an office assistant, secretary, or related position; or an equivalent combination of education and experience. Knowledge of the construction field and issuance of building permits is desirable.

Special Requirement:

Must possess a valid North Carolina driver's license upon hire. Ability to obtain certification as a Notary Public in North Carolina within six months of hire.

Work Location: Franklin County Planning and Inspections Department, Louisburg, NC

Salary: \$32,350.00

Closing Date: October 1, 2021

How to Apply: Visit <https://www.franklincountync.us/employment-opportunities/employment-center> to complete an electronic application or to obtain a printable application.

*Franklin County is an Equal Opportunity Employer.
The County prohibits discrimination based on race, sex, color, creed, national origin, age or disability.
Pre-Employment Drug Screen and Criminal Background Screening are required.*