

CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: Rental Registration Clerk **UNION:114**
CLASS TITLE: Office Assistant III **SG:7**
DEPARTMENT: Planning and Community Development – Permit Center **CS:E/P**
EEO4CODE:AS
FLSA:Y

JOB SUMMARY:

Performs a variety of complex administrative and technical duties in support of the Rental Registration and Safety Inspection Program; includes providing detailed program information to the public, processing rental registration applications, scheduling safety inspections and database management and tracking. Work requires broad knowledge of City and departmental functions, policies, procedures and regulations with close attention to detail and deadlines. Acts as backup Permit Clerk in the permit center.

SUPERVISORY RELATIONSHIP:

Reports to the Permit Center Supervisor. Receives technical direction from the Building Official and program direction from the Development Services Manager and department director. Works independently under general supervision and according to City, department and division policies, procedures, ordinances and codes. May provide direction to lower classified clerical staff as assigned.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Performs complex administrative and technical duties in the implementation and administration of the City's Rental Registration and Safety Inspection Programs.
2. Provides detailed assistance to the public and City staff; provides program information, explanation of Division policies and procedures and applicable municipal code. Responds to technical inquiries within scope of responsibility or refers to appropriate staff.
3. Processes rental registrations; reviews for accuracy and applicable exemptions or waivers, verifies owner information and enters information into tracking software. Processes registration changes as needed.
4. Schedules safety inspections in compliance with established inspection zones and quarterly schedule. Produces inspection notices including specialized multi-property notices. Evaluates and responds to requests for extensions, rescheduling and exemptions. Notifies inspectors of specialized inspection circumstances or requests. Issues invoices, verifies payments and processes waivers, adjustments or refunds as needed.
5. Processes inspection results; notifies owner or landlord of any corrections needed. Issues first and second notices of non-compliance; refers cases to Planning and Community Development or Bellingham Police Department code compliance officers as required. May act as a city witness in enforcement cases before Hearing Examiner or judicial cases.

6. Develops and maintains accurate database, tracking and records systems for the Rental Registration and Safety Inspection Programs. Enters data, verifies information and updates or corrects data as needed to ensure accuracy utilizing multiple specialized systems and databases. Produces reports and assists with departmental public disclosure requests as needed.
7. Recommends and implements administrative processes and procedures to improve program work flow, organization and efficiency within scope of responsibility.
8. Acts as backup Permit Clerk for the Permit Center. Greets the public at the permit counter and on the telephone, answers questions regarding the permit process and fees. Reviews and accepts permit applications, initiates permit cases in the permit tracking system and processes "over-the-counter" permits.
9. Assists senior staff and outside agencies in educating the rental population and landlords on City policies, programs and other related resources.
10. Provides training and oversees the work activities of lower classified support staff or temporary clerical employees as assigned.

ADDITIONAL WORK PERFORMED:

1. Performs other related duties and responsibilities within scope of classification as assigned.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- Standard office practices and procedures including ability to file alpha-numerically, indexing, cross reference methods, etc.
- Good working knowledge of standard office equipment operation, including desktop computers and standard office software applications.
- Purpose, practices, and policies of the Planning & Community Development Department, including the operational relationships between City departments, other governmental agencies and community groups and agencies.

Skill in:

- Stress tolerance and the ability to handle several tasks simultaneously while maintaining accuracy and attention to detail in an environment of frequent interruptions.
- Strong customer service skills to work with a variety of citizens and personnel using tact, courtesy and good judgment.
- Strong literacy skills including reading, composition, knowledge of standard and business English usage, punctuation, spelling, grammar, and formatting.

Ability to:

- Work independently to carry out the responsibilities of the position.
- Utilize computerized information systems, and proficient use of word processing, spreadsheet, and database programs.
- Operate a 10-key calculator with accuracy.
- Add, subtract, multiply, divide, and perform basic statistical calculations.

- Work with a high degree of accuracy and attention to detail and to follow detailed procedures and work schedules in an atmosphere of frequent interruptions and working deadlines.
- Function effectively in an advanced technology environment and contribute to the Division's overall mission and goals.
- Work independently, solve problems, and organize work with minimum supervision.
- Willingness and ability to maintain confidentiality of sensitive information.
- Communicate orally in English, to spell and write legibly on forms, letters, reports, and customer correspondence.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Result Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job including:
 - Frequently operate a computer and read a computer screen or typewritten page;
 - Frequently communicate verbally;
 - Move between work sites;
 - Occasionally transport objects weighing up to twenty-five (25) pounds.

WORKING ENVIRONMENT:

Work is performed in a busy office environment at a computer workstation with long periods of sitting or standing and includes a normal range of noise. Work involves direct and continuous interaction with the public and other City employees on the telephone and in person. Work is performed in a highly demanding atmosphere where interactions with irate/forceful customers may be routine and in an environment of frequent and numerous interruptions.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Minimum of three years' work experience in a computerized, highly-detailed business office including extensive public contact .
- Post-secondary vocational or college training preferred.
- Proficient in the use of computer software to include: word processing, spreadsheets, database and computerized record keeping systems and file management applications required. MS Office experience preferred.
- Experience in computerized data entry requiring high degree of accuracy and speed.
- Keyboarding skills of 45 wpm required.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal convictions and local background check.

PREPARED BY: A. Sullivan
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11/18

REVIEWED BY: _____
Rick M. Sepler, Director
Planning & Community Development

REVISED BY:

