

CITY OF BELLEFONTAINE NEIGHBORS

POSITION DESCRIPTION | BUILDING DEPARTMENT

Administrative Assistant – Building Department

Department: Building Department

Reports to: Designated Building Department Supervisor (to be confirmed)

Employment status: Full-time / Part-time (subject to authorized position)

Compensation: \$35,327 annually

Department	Building Department / Community Development
Reports To	Building Department Supervisor or designated department head
Position Classification	Administrative support; FLSA status and pay grade to be determined by the City

Position Summary

Provides administrative, clerical, and customer-service support for the Building Department. Coordinates permit and occupancy application processing, inspection schedules, property maintenance complaints, records, correspondence, and routine reports. Supports compliance workflows while referring technical interpretations, enforcement determinations, and approvals to authorized personnel.

Essential Duties and Responsibilities

- Answer telephone, email, and in-person inquiries from residents, property owners, tenants, contractors, and other City departments; provide accurate procedural information and route technical questions appropriately.
- Receive, log, review for administrative completeness, and track building, trade, excavation, demolition, and related permit applications; collect required documents and coordinate routing to authorized reviewers.
- Process residential and business occupancy applications, maintain application status records, and coordinate inspections and follow-up notices.
- Maintain inspectors' calendars; schedule and confirm inspections, re-inspections, appointments, and field visits; communicate scheduling changes promptly.
- Enter and update permit, inspection, complaint, work-order, and property records in City databases; maintain organized electronic and paper files under applicable records-retention requirements.
- Log property maintenance and tall-grass complaints, route them for investigation, track deadlines and outcomes, and prepare standard notices and correspondence for review or signature by authorized staff.

- Prepare routine letters, forms, reports, meeting materials, and monthly departmental activity summaries for management and the Board of Alderpersons as requested.
- Coordinate with Public Works, Planning and Zoning, the City Engineer, utilities, contractors, and other agencies to obtain documents, relay information, and support service requests.
- Coordinate requests for municipal property records and title or closing information; research ownership, parcel, and property history using St. Louis County Real Estate Search and other authorized resources, and refer certifications or legal determinations to designated officials.
- Provide administrative support to the Planning and Zoning Commission, including receiving applications, scheduling, assembling meeting materials, preparing correspondence, and maintaining records, as assigned.
- Communicate with St. Louis County, neighboring municipalities, fire protection districts, school districts, and other agencies on Building Department matters within assigned authority.
- Process pet registration records and assist with planning, scheduling, public notices, and coordination of the City's annual pet clinic, as assigned.
- Receive construction drawings and supporting plans, check for required submissions, and route materials to authorized personnel for technical review and decisions.
- Maintain administrative records for building and property maintenance code complaints, including inspection documentation, correspondence, compliance deadlines, and follow-up status; refer enforcement decisions to authorized personnel.
- Receive and document payments or fees only when authorized and in accordance with City cash-handling, reconciliation, and internal-control procedures.
- Order and track office supplies, process incoming and outgoing mail, and maintain departmental forms and inventories.
- Provide administrative support for the City's lateral sewer assistance program and other assigned Building Department programs, within established procedures.
- Protect confidential and sensitive records; follow City policies, public records procedures, and applicable law.
- Perform other related duties consistent with the position and departmental needs.

Minimum Qualifications

- High school diploma or GED required; associate degree or postsecondary coursework in business administration, public administration, office technology, or related field preferred.
- At least one year of progressively responsible clerical, administrative, or customer-service experience required; municipal government, permitting, construction, or code enforcement office experience preferred.
- Proficiency with email, word processing, spreadsheets, calendars, electronic document management, and data entry; ability to learn permit and inspection management software.
- Ability to communicate clearly and professionally in writing, by phone, and in person; strong organization, attention to detail, recordkeeping, and time-management skills.
- Ability to handle competing priorities, follow written procedures, maintain confidentiality, and work effectively with residents and staff.
- Ability to read basic application forms, addresses, parcel identifiers, and supporting construction documents for administrative completeness; technical plan review is not required.
- Valid driver's license only if driving is designated as an essential job function.

Preferred Knowledge and Skills

- Familiarity with ACT! (contact and case tracking), iWorQ or the City's designated work-order/permit management system, St. Louis County real estate/property search tools, and bank check-reader equipment for authorized payment processing.

- Familiarity with municipal permit and occupancy processes, inspection scheduling, property maintenance codes, and public records practices.
- Experience preparing standardized notices, tracking deadlines, reconciling records, and producing accurate monthly reports.
- Ability to de-escalate difficult customer interactions and provide equitable, courteous public service.

Work Environment and Physical Requirements

Primarily office-based work involving extended computer and telephone use, frequent interaction with the public, and routine handling of documents and files. May occasionally stand, walk, bend, and lift office materials up to approximately 20 pounds. Reasonable accommodations will be provided for qualified individuals in accordance with applicable law.

Authority and Accountability

This position provides administrative coordination and does not independently approve permits, certify inspections, interpret code requirements as binding decisions, issue citations, or authorize expenditures except as expressly delegated by City policy.

Equal Employment Opportunity

The City of Bellefontaine Neighbors is an equal opportunity employer. Employment decisions are made without unlawful discrimination or harassment on the basis of any characteristic protected by applicable federal, state, or local law. Reasonable accommodations are available as required by law.

Job Description Disclaimer

This description summarizes the general nature and level of work expected and is not an exhaustive list of duties. The City may modify duties consistent with operational needs and applicable law. This document does not constitute an employment contract.

Revised: October 26, 2026 | Reporting designation pending City confirmation.