

JOB TITLE: Office Coordinator

JOB SUMMARY: Performs responsible administrative and customer service work in support of the Town of Stratham's Planning & Building Department and land use functions. The Office Coordinator serves as the primary point of contact for residents, contractors, developers, consultants, and other stakeholders seeking information and assistance regarding building permits, land use applications, inspections, and departmental processes. The position requires the exercise of independent judgment and discretion in managing a variety of administrative functions, including directing public inquiries, processing permits and applications, collecting and recording fees, coordinating third-party billing and invoicing, maintaining electronic and paper records, scheduling inspections and meetings, and assisting with the preparation of public notices, correspondence, and other departmental communications.

DIRECT SUPERVISOR: Immediate supervisor will be the Director of Planning and Building. Works under the general direction of both the Department Director and the Code Enforcement Officer/Building Inspector.

EMPLOYMENT STATUS: Full-time (40 hours per week) hourly, during the hours of 8:00 am to 4:00 pm Monday through Friday. This is a non-exempt position. The Town provides a generous benefits package, including paid time off and personal days, participation in the NH Retirement System, and excellent medical and dental insurance.

DUTIES AND RESPONSIBILITIES: The Office Coordinator is responsible for providing administrative, customer service, and operational support to the Building, Planning, and Land Use Departments. The performance of the following duties and responsibilities is required to meet the expectations of this position:

Customer Service and Public Assistance

- Answer telephone calls, emails, and walk-in inquiries from residents, contractors, developers, consultants, and the general public.
- Provide general information regarding permits, inspections, applications, departmental procedures, and municipal regulations.
- Direct inquiries requiring technical interpretation or review to the appropriate staff member.
- Maintain professional, courteous, and effective communication with the public and municipal staff.
- Receive and assist individuals conducting business with the Town and direct inquiries to the appropriate department, board, or application process.

Building Permit and Application Administration

- Receive, process, track, and maintain building permits, land use applications, and associated fee collections.
- Monitor application and permit status and maintain timely communication with applicants throughout the review process.
- Coordinate the routing of applications and supporting documents to appropriate Town staff, consultants, and reviewing authorities.

- Maintain accurate records of permit and application activity within departmental databases and software systems.

Records and File Management

- Establish, maintain, and organize electronic and paper files related to permits, land use applications, inspections, board actions, and departmental records.
- Ensure records are maintained in accordance with municipal policies and applicable record retention requirements.
- Maintain and update departmental databases, mailing lists, and tracking systems.

Financial and Contract Administration

- Collect, process, and record permit, application, and other departmental fees.
- Track third-party vendor agreements, consultant contracts, invoices, and payment requests.
- Coordinate with the Finance Department to ensure timely processing of invoices and payments.

Board and Meeting Support

- Prepare and post public notices, legal notices, meeting agendas, and related documents as required.
- Assist in the preparation and assembly of meeting packets for land use boards and commissions.
- Assist in drafting land use board meeting minutes.

Administrative Support

- Prepare, distribute, copy, and maintain correspondence, reports, postings, and other departmental documents in a timely and accurate manner.
- Conduct research, gather data, and compile information to support departmental operations and projects.
- Make appointments and maintain the schedule of the Building Inspector/Code Enforcement Officer and occasionally organize meetings for the land use departments.
- Answer and direct correspondence, telephone calls, and electronic communications and ensure timely follow-up.

Departmental Coordination and Cross-Training

- Maintain a working knowledge of municipal government operations, land use processes, permitting procedures, and departmental functions.
- Coordinate and distribute applications and project materials to appropriate Town personnel based on workload, priorities, and review requirements.
- Participate in cross-training initiatives and provide mutual support and office coverage for the Planning, Building, and Assessing Departments.
- Assist with special projects and other administrative duties as assigned.

General Expectations

- Maintain confidentiality of sensitive information and records.
- Demonstrate professionalism, accuracy, initiative, and attention to detail.
- Foster positive working relationships with Town officials, employees, residents, applicants, and outside agencies.
- Perform other related duties as assigned by the Director of Planning & Building, Building Inspector, or Town Administrator.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Excellent office and interpersonal skills and comfort in interacting with members of the public.
- Computer proficient in Microsoft Office programs. Operational knowledge of database management is helpful. Ability and willingness to learn the Town's Land-Use permitting/tracking software system.
- Comfortable with managing revenue receipts
- Must be accurate, attentive to detail, and able to communicate effectively both orally and in writing.
- Ability to perform detailed work and to adopt creative approaches or solutions to issues as they arise.
- Ability to handle multiple priorities, meet deadlines, and to attend to many items simultaneously and/or in sequence.
- Ability to establish a working knowledge of pertinent statutes, rules, regulations, ordinances, policies, and procedures and to maintain a current and accurate knowledge of same, which are subject to change.
- Willingness to learn, to work cooperatively in a supervised and unsupervised environment with other town staff and Board and Commission Chairs, and to take directions, both oral and written, is essential.
- Ability to observe, identify, and communicate creative solutions and/or options with initiative.
- Must maintain an appropriate level of discretion and confidentiality regarding Town records and communications.
- Experience in municipal government, permitting, planning, building, land use administration, or a related field is preferred but not required. Knowledge of local government operations, land use processes, and public records management is highly desirable.

PHYSICAL REQUIREMENTS: The position requires a person to lift and carry objects up to 25 pounds; full range of movement for reaching; dexterity associated with typing, computer use, and other common office equipment in a standard office environment. Cognitive and sensory ability to communicate effectively with the general public.

EXPERIENCE & TRAINING: A person in this position will possess the following:

- Minimum of a High School diploma/G.E.D. An Associate's or Bachelor's Degree is preferred but not required.
- Three years of formal experience in general office and administrative functions.

SALARY RANGE: \$23.00 to \$26.25/per hour.