

UPPER MILFORD TOWNSHIP  
LEHIGH COUNTY, PA

OFFICE ASSISTANT/ASSISTANT ZONING OFFICER  
JOB DESCRIPTION

**Description of Position**

This is a full-time, hourly position reporting to the Township Manager. The role assists with the daily operations of the Township administrative office by providing administrative and customer service support. Primary responsibilities include answering telephone inquiries regarding general Township business, zoning matters, and property-related questions; assisting residents at the customer service counter; processing permits and related documentation; providing information on zoning and permit requirements; investigating complaints; and identifying and documenting potential violations of the Township Code of Ordinances.

**Essential Job Functions and Requirements/ Duties**

- Assist with the daily operations of the township
- Must have knowledge of Microsoft Word, Excel and Office 365
- Proficient computer and typing skills
- Must have excellent organizational skills
- Should have knowledge of local government
- Must be able to handle multiple tasks
- Must be able to work in a group and individually
- May be required to attend meetings at night
- Must be able to interact with the public and assist in their needs
- Interpretation of established Township regulations, codes and ordinances
- Answers telephone inquiries regarding permitting requirements, information requests, inspections, zoning and code regulations and fees
- Provides assistance to other staff in the field and office in accessing, verifying and relaying information
- Investigates related complaints
- Issues citations and civil enforcements for violation or failing to comply with Township codes and ordinances
- Performs various administrative duties in supporting functions of the Township's Zoning Office, including code enforcement
- Resolves concerns and complaints personally or directs them to the appropriate entity
- Represents the Township in generated civil suits in the court system
- Perform related duties as directed or assigned.

## **Minimum Qualifications**

- Extensive knowledge in all Microsoft Office programs
- Ability to learn and become proficient with Township software
- High School Diploma required
- Ability to compose and write letters and reports

## **Preferred Qualifications**

- 3 years in Municipal Government work experience
- 2 years of experience in Zoning Regulations role
- 2 years of experience in Code Enforcement
- Knowledge of Township Geography
- Ability to read and interpret architectural and engineering drawings and plans
- Knowledge of GIS applications or CAD or similar programs

## **Physical Requirements**

- Able to see, hear and communicate
- Able to ambulate, sit, stand, reach, pull and lift up to 35 pounds
- Ability to withstand exposure to weather occasionally
- Able to use fine motor skills with office equipment
- Ability to work indoors and outside at times

## **Other Requirements**

- Must possess and maintain a valid PA Driver License
- Criminal background check will be required
- Residency not required
- Evaluated annually by the Township Manager and the Board of Supervisors if required

## **Probationary Period**

6 months

## **Criminal Background check**

Prior to employment the perspective appointee must complete a criminal background check through the Pennsylvania State Police.