

*Administrative Specialist – Board of Appeals
Planning and Community Development*

DEFINITION

Under the general supervision of the Director of Planning and Community Development and in conjunction with the Chairman of the Board of Appeals, the core responsibilities of this position are to provide dedicated professional, administrative and technical assistance to the Board of Appeals. Position assists and advises persons seeking interpretation of the Town's Zoning By-Laws; responds to questions on zoning, planning and affordable housing matters. This position may require attendance at between 1-2 evening meetings per month. In addition, as workload permits the incumbent may provide staff support to the Planning and Community Development Department.

ESSENTIAL FUNCTIONS

Administers Board of Appeals permit activities and related public hearings for all special permits, variances, 40B applications and building commissioner appeals. Assists petitioners with applications and procedures. Coordinates plan reviews with all affected Town departments. Reviews applications for completeness and interacts with attorneys and applicants.

Responds to public inquiries and advises applicants, developers, builders, realtors, citizens and property owners relative to interpretation of the Town's Zoning By-Law, and Rules and Regulations of the Board of Appeals.

Prepares agendas for Board of Appeals meetings, reviews applications and other items to be considered and consults with other permitting departments and/or Boards within the Town. Compiles information and supporting documents to be included in the packets for the members of the Board and distributes all agenda materials to Board members and appropriate town staff, Boards and Committees.

Prepares and places advertisements for hearings, insuring that legal requirements concerning time limits and format are met. Prepares and distributes notices to all abutters for any application to be considered by the Board, insuring that legal requirements concerning time limits, format, and scope of abutters are met. Attends all meetings of Board, takes minutes of proceedings and responds to questions of board members as requested.

Prepares minutes from hearings which are incorporated into the Board's decisions and which are then filed with the Town Clerk. Assists in the preparation of Board decisions. Follows-up on Board directions as needed and mails statutory notice of decisions after filing with Town Clerk.

Works with the Director of Planning and Community Development to compile data to assist in budget preparation for the Board of Appeals, monitors expenses; submits time sheets; collects funds and maintains related records for applications, etc.

Maintains department's files, provides assistance to internal and external customers of the division, including members of the public, staff of the Town, board and committee members, applicants, vendors, etc. Greets visitors, answers phones, explains office procedures, and responds to questions within level of expertise and authorization, referring more complex issues to the Chair of the Board of Appeals or senior staff.

May assist the Planning and Community Development Department in site plan and development impact review; assists in studies and/or projects including, but not limited to: 40B, Zoning By-Laws amendments or the creation of the new Zoning By-laws with consultation from the Board of Appeals, land use, open space, housing, economic development and transportation; and may provide staff support to the Design Review Board and other Boards and Committees as needed.

Applies professional skills and knowledge to planning projects including the collection of data and statistics, performing preliminary analysis, and preparing maps and reports.

Performs other duties as assigned by the Director of Planning and Community Development.

MINIMUM QUALIFICATIONS

Skills, Knowledge and Abilities

- Knowledge of standard office procedures, practices, forms, and equipment.
- General knowledge of Massachusetts General Laws, Chapter 40A, Chapter 41, and Chapter 40B.
- Ability to prepare routine to complex correspondence and reports utilizing computerized office applications, such as word processing, spreadsheets, databases, etc.
- Ability to understand, learn, interpret and explain policies and procedures and to apply such guidelines appropriately to different situations.
- Ability to interact effectively and tactfully with a wide variety of individuals including management personnel, other department staff, outside professionals and members of the public.
- Ability to communicate clearly and concisely with others, both verbally and in writing.
- Ability to maintain confidentiality of sensitive information consistent with rules for public disclosure.
- Ability to prioritize multiple tasks and deal effectively with interruptions.
- Ability to perform detailed work accurately and efficiently within strict deadline.
- Ability to conduct independent research and to analyze and interpret results.

Education and Experience

Duties require knowledge of office administration, administrative practices, financial recordkeeping and automated office systems and procedures equivalent to three years of college and 3-5 years of related experience. Bachelor's degree in Urban/Regional Planning or related field or substantial professional experience in zoning matters is preferred.

SUPERVISORY RESPONSIBILITY

None.

PHYSICAL ELEMENTS

- Standard office environment, subject to normal variations in temperature, noise, etc.
- Frequent interruptions to assist internal and external customers on the phone or in person.
- May spend extended periods at terminal, on telephone, or operating other office machines, copiers, and fax machines requiring eye-hand coordination and finger dexterity.
- Regular lifting and carrying of files, documents, records, etc.