



Job Description
Planning and Development
Code Administrator
Pay Grade: 05

Employment Status: Full-Time

FLSA Status: Non-Exempt

Experience Required: Previous experience in customer service and code development.

Minimum Education Requirements: High School Diploma or G.E.D.

Direct Supervisor: Director of Planning and Development

Supervisory Responsibility: No

Primary Work Location: Office Setting and surrounding jurisdiction.

Certification: Valid State of Missouri driver's license.

Job Summary: Performs a variety of technical, scheduling, and customer service activities for the City of Nixa, MO.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential duties:

- Coordinate the City's customer complaint resolution process.
- Responsibilities include receiving complaints, routing complaint information to appropriate City department head, and documentation of complaint resolution.
- Conduct necessary investigation of complaint and works with City staff, City Council, and complainant towards satisfactory resolution.
- Issue correspondence regarding the complaint.
- Make recommendations regarding proper complaint resolution citing appropriate ordinance(s) in violation.
- Prepare and maintain records and files.
- Coordinate abatement of property with various departments.
- Provide supporting documentation to the prosecuting attorney for processing abate through municipal court system.
- Operate general office equipment including but not limited to: copier, fax, scanner, multi-line phone system, and computer.
- Maintain neat and orderly work area.
- Effectively perform as a member of the team in carrying out the City's organizational development plan philosophy.
- Perform other tasks and duties assigned by supervision.

Essential Functions, Qualifications, Knowledge, Skills, and Abilities (KSA's) for Employment

An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- Occupational hazards and safe working practices.
- Proficiency of customer service skills.
- Computer applications and programs (spreadsheets, databases, word processing).



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Skills

- Good oral and written communications.
- Establishing and maintaining effective working relationships with other staff elected officials, and members of the public.
- Oral and written communications.

Abilities

- Stooping, climbing, bending.
- Type 30 to 40 words per minute.
- Work indoors with heating and cooling regulated. May be exposed to extreme weather conditions, dust and/or pollen.
- Mentally analyze a situation, solve problems, and make decisions under pressure in area of responsibility.

**This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment. The contents of this position description may be changed without notice, and employment may be terminated by either party, at will.



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Signatures / Date

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.
- I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:

Employee Signature

Date

Supervisor Signature

Date

Human Resources

Date