



TOWN OF ROCKLAND

JOB DESCRIPTION

Position Title:	Regulatory Coordinator- P/T	Grade Level:	N/A
Department	Selectmen	Date:	September 17, 2020
Reports to:	Assistant Town Administrator	FLSA Status	Non-Exempt

Statement of Duties: The employee works independently and is responsible for supporting the Zoning Board of Appeals, Conservation Commission and Planning Board and assists in the administration of the standard operating policies and procedures of each Board, including the coordination of meetings, posting of agendas and public notices, distribution of meeting materials, and assisting with filings. The employee is required to perform all similar or related duties.

Supervision Required: Under the general supervision of the Assistant Town Administrator, the employee plans, prioritizes, and carries out the regular work in accordance with standard practices of each Board, but primarily for the Zoning Board of Appeals. This position generally works independently with minimal supervision.

Supervisory Responsibility: The employee is not required to regularly supervise other town employees.

Confidentiality: The employee has regular access to confidential information such as department records, lawsuits, criminal records and official personnel files that is obtained during performance of regular position responsibilities in accordance with the State Public Records Law.

Accountability: Consequences of errors, missed deadlines or poor judgment may include adverse customer relations, legal repercussions, monetary loss, lawsuits, and missed deadlines.

Judgment: Numerous standardized practices, procedures or general instructions govern the work performed and, in some case, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice or procedure, regulation or guideline.

Complexity: The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Work Environment: The work environment involves everyday discomforts typical of a municipal office setting subject to frequent interruptions. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. The employee may be required to work beyond normal business hours in order to attend evening meetings of either the Conservation Commission or the Planning and Zoning Boards.

Nature and Purpose of Public Contact: Relationships are constantly with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations, or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contact is with representatives of other town departments, state agencies, consultants and vendors doing business with the department, as well as local and/or state officials, local board/committee members. More than ordinary courtesy, tact, and diplomacy may be required to resolve complaints or deal with uncooperative/uninformed persons.

Regulatory Coordinator
9/28/2020

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Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Establishes and maintains professional relationships with Developers, maintains running ledger of escrow accounts for subdivision and site plan development; processes payments for consultant engineer; maintains ledger account for bond surety on all approved subdivisions.

Responsible for keeping Zoning Board of Appeal, Planning Board & Conservation Commission members apprised of all critical information and incoming projects.

Conduct research and answers inquiries for the Zoning and Planning Boards, as well as Conservation Commission.

Responsible for the performance of a wide range of professional and administrative services including but not limited to answering the department telephone; trouble shooting vendor invoice discrepancies to ensure accuracy of bills, schedules appointments and inspections, prepares correspondence, prepare and post meeting notices, preparation of the department's payroll, greets customers face to face, on the telephone, or via email; schedules appointments, filing and sorting of papers and documents.

Prepares various letters including Zoning enforcement letters, Orders of Conditions, Determinations, minutes of meetings, appeal notices and decisions, hearing and abutter notices. Process agenda packets for Board's review prior to meetings.

Schedules appointments for meetings, prepares agendas, receives visitors, makes phone calls providing information and reference to appropriate boards and / or departments, receives and processes incoming and outgoing mail. Serves as the ombudsman for the Town's land use departments.

Maintains, updates and secures the file systems, financial records and office supplies; monitors statutory deadlines, keeps boards informed to ensure deadlines are met.

Collects and submits permit fees to the Town Treasurer; tracks and maintains the expense accounts for the Zoning of Appeals, Conservation Commission, and the Planning Board.

Maintains, tracks and coordinate procedures for the Boards and Commission; records Board and Commission decisions, determinations and Orders of Conditions and distributes to other Town departments for use and informational purposes.

Responds to administrative inquiries, requests and/or complaints from internal and external customers; works to resolve problems independently and refers customers to Assistant Town Administrator when needed.

Prepares and places legal advertisements in newspaper; creates or retrieves documents and information needed to prepare for meetings; ensures that newly adopted regulations are published and submitted to appropriate authorities to ensure legal validity; prepares public information notices for local cable channel.

Provides support to the Town Administrator as requested.

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Recommended Minimum Qualifications:

Education and Experience: Bachelor's Degree preferred; High School diploma or an apprentice level of trade knowledge; a minimum of one to three (1-3) years related work experience in an office environment; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Special Requirements: Massachusetts Driver's License

Knowledge, Abilities and Skill:

Knowledge: Knowledge of State laws, Town bylaws, regulations, policies, and programs, including, the Wetlands Protection Act and CMR310, that are pertinent to position functions as they apply to zoning and planning operations; knowledge of office management principles and practices, computer systems, software and equipment used by the department. Working knowledge of the State Procurement and Open Meeting Law. Knowledge of Massachusetts regulations, municipal budget accounting and standard operating practices preferred.

Abilities: Ability to work independently and to interact effectively with disgruntled members of the public, local officials and other department personnel; ability to perform multiple tasks and maintain confidential information. Ability to manage multiple tasks in a detailed and organized manner. Ability to communicate effectively and tactfully, both orally and in writing, with residents, department employees and officials, other town employees, sales representatives, and outside business professionals. Ability to cope with new and/or complicated situations. Ability to be a self-learner and self-starter, work with numbers, analyze and interpret technical data as well as to work with highly sensitive information. Ability to read and interpret construction drawings or blueprints. Ability to conduct independent research, assist in preparing grant applications, and to prepare detailed, accurate reports.

Skills: Proficient skill in the operation of a personal computer and office equipment and the application of office software including word processing, remote participation applications, spread sheet, and data base management applications; proficient business mathematical and spelling skills, recordkeeping, keyboarding and customer service skills; proficient written and oral communication skills. Effective organizational skills.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Demands: Little or no physical demands are required to perform the work. Work effort principally involves sitting and walking to perform work tasks, with intermittent periods of stooping, and standing. The employee is occasionally required to lift objects such as files, books, office equipment, and computer paper.

Motor Skills: Duties are largely mental rather than physical, but the job may occasionally require the application of basic motor skills for activities such as driving, moving objects, operating a telephone system, computer and/or most other office equipment, keyboarding, filing, and sorting of papers.

Visual/Auditory Skills: The employee is required to constantly read documents, personal computer screens and written reports for general understanding and routinely for analytical purposes. The employee must have the auditory ability to listen and comprehend. The employee is not regularly required to determine color differences.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.