

CHARTER TOWNSHIP OF WHITE LAKE JOB DESCRIPTION

SECRETARY

Department: Building

Non-Exempt

Approved: Nov 2025

General Summary:

Under the supervision of the Building Official, an employee in this classification performs a variety of administrative support functions within the building division and other departments as assigned. Employee is responsible for supporting the daily activities of the division, including administrative support for building permit operations and services.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

An employee in this classification may be called upon to do any or all of the following: (These examples do not include all of the tasks which the employee may be expected to perform. They are not to be limited to or intended to be an exhaustive list of all job duties to be performed by those within the classification.)

- Provides excellent customer service to residents and customers, answering inquiries and addressing problems. May interpret some township ordinances to the public.
- Answers telephones, copies, shreds materials, and sets up and maintains office files.
- Types correspondence, form letters, and standardized documents unique to the department. Prepare reports under the direction of the department head.
- Assists residents and business owners with a wide range of inquiries.
- Processes and tracks electrical, mechanical, temporary use, non-structural building, and plumbing permits. Follow up on expiring permits and contractor registration.
- Pulling files, filing, and scanning documents for record retention.
- Data entry.
- All other duties as assigned.

MINIMUM QUALIFICATIONS

Graduation from high school or GED equivalent.

Two or more years of customer service in an office environment or working with the public.

Demonstrated organizational skills and the ability to prioritize multiple tasks.

Strong oral, written, and interpersonal communication skills.

Proficient in Excel, MS Word, and Outlook.

KNOWLEDGE/SKILLS

- Familiarity with Township government, ordinance policies and procedures.
- Familiarity with departmental policies and procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be limited to or intended to be an exhaustive list of all job duties to be performed by those within this classification.

- Familiarity with applicable Michigan laws, case law, Rules, and Regulations.
- Familiarity with the principles of record keeping, bookkeeping, office management, and administration.
- Familiarity with computer operations utilizing a variety of software.
- Familiarity with the principles of effective note and/or minute taking.
- Familiarity with the proper operation of various types of recording equipment.
- Familiarity with automated meter reading systems and BS&A is a plus.

WORKING CONDITIONS AND PHYSICAL DEMANDS

- 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 accommodation may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to use hands and fingers to handle, feel, or operate office equipment and controls, and reach with hands and arms. The employee is frequently required to stand and talk or hear. The employee is regularly required to walk, sit, climb or balance; stoop, kneel, and crouch.
- The employee may regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

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