



Application for Employment: Public Access & Planning Assistant

Department: Mayor's Office/Planning, Preservation & Design

Reports to: Communications & Strategic Initiatives Director and Director of Planning

Hours & Salary: This is a full-time position that requires working in the office a minimum of 40 hours per week. Salary dependent upon qualifications; starting at \$38,000. Includes health insurance, life insurance, PERF, paid holidays, vacation, personal, and sick time.

Job Summary: The Public Access & Planning Assistant plays a dual role, serving as both the first point of contact for visitors and callers to City Hall and supporting the Planning, Preservation & Design (PPD) department in managing permit processing and public service needs. This position requires excellent communication skills, strong attention to detail, and the ability to coordinate with multiple departments to ensure efficient service delivery and accurate recordkeeping.

Duties/Responsibilities:

Public Access & Administrative Support:

- Greet and assist walk-in visitors at City Hall, providing general information or directing them to the appropriate department or staff member.
- Answer incoming phone calls professionally; respond to inquiries, take messages, or transfer calls as appropriate.
- Log and track constituent inquiries and service requests to ensure timely follow-up through the online portal.
- Manage the City's online concern portal by reviewing and routing submissions to the appropriate department; maintain accurate records of follow-up.
- Serve as the Metronet liaison, coordinating any phone/internet issues with the provider.
- Keep front desk area tidy, organized, and welcoming.
- Support staff with clerical tasks such as mail handling, filing, or data entry.

Permit Administration & Planning Department Support:

- Assist individuals with submitting Planning, Preservation & Design permit applications, especially when planning staff are unavailable.
- Process permits, receipts, and contractor registrations and renewals.
- Maintain and update the applicant permit database.
- Prepare and send permit approval/disapproval and renewal letters.
- Complete filings with the County Recorder and assist with required documentation.
- Take meeting minutes for the Plan Commission and Board of Zoning Appeals, as needed.

Required Skills and Abilities:

- Strong verbal and written communication skills.
- Excellent customer service and interpersonal abilities; approachable and helpful.

- Highly organized with attention to detail and strong follow-through.
- Ability to handle confidential or sensitive information with professionalism and discretion.
- Proficient in Microsoft Office Suite and comfortable learning new platforms or systems.
- Team player with a willingness to support coworkers and collaborate across departments.

Education and Experience:

- High School diploma or GED required.
- Minimum of 3 years of experience in customer service, administrative support, permitting, or a related field preferred.
- Familiarity with planning or permitting is a plus.

Physical and Work Environment Requirements:

- Must be able to sit, stand, or walk for extended periods.
- Ability to lift 25 pounds.
- Standard business hours at City Hall, Monday through Friday; occasional flexibility may be needed for public meetings or events.
- Coordination with other staff is required to ensure consistent lobby coverage during vacation or time off.

Equal Opportunity Employer/ADA

The City of Madison is an Equal Opportunity Employer, and all qualified applicants will receive consideration for employment without regard to race, color, creed, religion, sex, age, national origin, or any other category protected by law. Further, the city will comply with all legal requirements related to affirmative action, and the employment of the handicapped, and veterans.

In compliance with the Americans with Disabilities Act, the City of Madison will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.