



City of Ranson Job Description

Job Title: Permitting Administrative Assistant

Pay Range: Grade 12

Position Summary:

The City of Ranson is seeking a Permitting Administrative Assistant to support the day-to-day operations of its Community Development Department. This position plays a key role in helping residents, contractors, and developers navigate the City's permitting process, while keeping applications organized, accurate, and moving forward.

This is a highly visible, front-line role that requires strong customer service skills, attention to detail, and the ability to manage multiple tasks at once. The ideal candidate is organized, approachable, and comfortable working in a fast-paced environment where priorities can shift throughout the day.

Essential Duties and Tasks:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Permitting & Application Support

- Receive and log permit applications, including building, zoning, and related permits
- Review applications for completeness and ensure all required documentation is included
- Enter and track permit activity in the City's permitting system or database
- Route applications to appropriate staff for review and follow-up as needed
- Maintain accurate records of permit status, approvals, and conditions

Customer Service & Public Interaction

- Serve as the primary point of contact for walk-in visitors, phone calls, and email inquiries
- Provide clear, helpful information about permitting requirements, processes, and timelines
- Assist applicants with forms, documentation, and next steps
- Respond to questions in a timely, professional, and courteous manner

Administrative Support

- Maintain organized digital and physical files for permits, plans, and related documents
- Prepare routine correspondence, notices, and communications
- Assist with scheduling inspections, meetings, and appointments
- Provide administrative support for Planning Commission and City Council items as needed

Coordination & Process Support

- Coordinate with internal departments, including Public Works, Engineering, and Code Enforcement
- Track application timelines and follow up on outstanding items
- Help identify where processes can be improved and communicate suggestions to supervisors

Records & Compliance

- Maintain accurate and up-to-date records in accordance with City policies
- Assist with responding to public records requests related to permits and development activity
- Ensure documentation is properly retained for compliance and reporting

Preferred Qualifications

- High school diploma or equivalent (Associate's degree preferred)
- Experience in administrative support, customer service, or a municipal setting is preferred
- Familiarity with permitting, planning, or construction processes is a plus
- Proficiency with Microsoft Office (Word, Excel, Outlook)
- Ability to quickly learn permitting or records management systems

Knowledge, Skills, and Abilities:

- Strong customer service and communication skills
- Excellent organization and attention to detail
- Ability to manage multiple tasks and priorities effectively
- Professional and approachable demeanor when working with the public
- Problem-solving mindset and strong follow-through
- Ability to work collaboratively with staff across departments

Physical Requirements and Work Environment

- Primarily a sedentary office role, with occasional travel for meetings, training, and project site visits.
- Requires attention to detail, document review, and extended computer use.
- Requires regular interaction with the public.
- Reasonable accommodations may be made for individuals with disabilities.

This job description reflects management's assignment of essential functions, and nothing herein restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Reporting Responsibility: Community Development Director (or designee)

Review Responsibility: Community Development Director

Effective: April 2026