



TITLE: Planning Assistant
REPORTS TO: Building Commissioner
LEVEL: Administrative

The Building Administrative Assistant reports to the Association Building Commissioner and is directly responsible for the overall administrative services for the Building Department. The Building Department works with ART JURY providing assistance of moderate complexity, requiring the use of judgment and discretion on a daily basis. The individual in this position greets and assists residents of the Rancho Santa Fe Association (RSFA) and guests in person and over the phone. Provides support to the RSFA management, co-workers, residents, and various visitors and entities of Rancho Santa Fe (Association, Golf, Tennis, and Osuna Ranch) a California Homeowners Association. Builds effective relationships with co-workers, customers, independent affiliates, and vendors. As the Building Department's first point of contact for our members, this position requires the highest level of professionalism. This includes professional business attire, a friendly, upbeat attitude, the ability to uphold the Association's professional standards, administrative and analytical skills to perform the job duties, and a courteous, service oriented demeanor.

ESSENTIAL DUTIES:

Must be able to analyze many variables and choose the most effective course of action. Must relate and interact with people at all levels in the Association. Plans and expedites the flow of work while ensuring the smooth operation of the office under the pressure of frequent interruptions and changes in priorities.

Essential duties may include, but are not limited to, the following:

- Responsible for Building Department Application intake: Processes applications, insures complete application submittal, determines and collects application fees, organizes application material, organizes regular meetings and all documents necessary for meetings.
- Provides strong administrative support to the Building Department staff and the Association as needed.
- Compiles materials submitted for review (Color Boards, Plans, Files)

- Prepares templates for all notices, decision letters, project lists, and agendas and follows up with staff to send mailings
- Insures that Art Jury Determination letters are compiled, completed and sent in a timely manner.
- Directs inquiries from the public to appropriate staff members
- Responds to all building questions, adheres to all guidelines regarding the application submittal process and Regulatory Code
- Prepares for the ART JURY meetings ; prepares for appointments with ART JURY members; assists with preview meetings and set up of meetings.
- Consults with Building Commissioner and the Planning staff to accurately compile and send Art Jury Agenda
- Makes calls for site visits and time certain scheduling
- Ensures all details for department are organized, including filing, plans, color boards, etc.
- Communicates with the Executive Assistant to the RSFA Manager, and other staff regarding Board Meeting items
- Under the direction of the Building Commissioner, prepares project tracking and project analysis activities.
- Assures office documentation is updated including: handouts, schedules, fees, applications, inspection logs, and regulations
- Covers front desk duties when Front Desk Receptionist is on breaks or unavailable to answer phones, as well as other duties as required.
- Assists staff with various tasks when asked

COMPETENCIES:

- Professional personal presentation and demeanor
- Strong professional communication skills with the ability to difficult with more passionate customers
- Experience in professional office with proficiency in Microsoft Office suite, Drop Box
- Excellent verbal and written communication proficiency
- Ability to analyze data, organize appropriately, and take initiative
- Document management
- Ability to analyze, organize and plan appropriately
- Strong customer service orientation
- Must be able to maintain strict confidentiality

WORK ENVIRONMENT:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, scanning equipment, filing cabinets and fax machines. Must demonstrate advanced knowledge of general office skills and equipment. Effectively manage multiple assignments in a fast paced work environment. Effectively perform new duties as assigned. Complete special projects as requested.

BENEFITS:

- Excellent medical, dental, and vision insurance plans;
- Company-paid life and long term disability insurance
- Employee assistance program
- Flexible spending account
- Vacation and sick pay after 90 days of employment
- 401k plan with employer match contributions

POSITION TYPE/EXPECTED HOURS OF WORK:

This is a full-time position. Standard days and hours of work are Monday through Friday, 8:00 a.m. to 5:00p.m. This position may require long hours and weekend work, if required for business necessity. The Association also offers 9/80 schedule arrangement.

REQUIRED EDUCATION & EXPERIENCE:

College preferred with 1-2 years of Office Administrative experience required. Knowledge of administrative and clerical procedures, customer service principles and practices, computers, and relevant software application required. Must be reliable. Experience with ARC GIS preferred but not required.

All offers are contingent upon a successful background check as well as a drug screening. (We follow Federal guidelines related to drug screening results), prior to appointment of position. *Rancho Santa Fe Association is an Equal Employment Opportunity (EEO) employer. We consider all qualified candidates regardless of race, color, national origin, religion, gender, age, veteran status, political affiliation, sexual orientation, marital status, pregnancy, disability or any other protected class under federal, state or local law.*