

Job Title: Planning & Zoning Intern
Department: Planning & Zoning
Reports To: Planning Director / Office Manager

Position Summary:

The Planning & Zoning Receptionist serves as the first point of contact for the public and provides administrative support to the Planning & Zoning Department. This position assists customers in person, by phone, and electronically, provides general zoning and permit information, processes applications, and supports daily office operations in a fast-paced public service environment.

Essential Duties & Responsibilities:

- Greet and assist the public in person, by phone, and email in a professional and courteous manner
- Provide general information regarding planning, zoning, land use permits, and department procedures
- Schedule appointments and coordinate meetings or hearings as needed
- Maintain accurate records, files, and databases related to planning cases and permits
- Prepare correspondence, notices, and basic reports
- Route inquiries to appropriate staff and departments
- Assist planners with administrative tasks and case tracking
- Maintain office supplies and reception area organization
- Support public meetings by preparing packets, agendas, or sign-in materials
- Perform other related duties as assigned

Knowledge, Skills & Abilities:

- Strong customer service and communication skills
- Ability to explain procedures and information clearly to the public
- Basic understanding of planning, zoning, or permitting processes (or ability to learn quickly)
- Proficiency in Microsoft Office and general office software
- Accurate data entry and recordkeeping skills
- Familiarity with GIS systems, county mapping databases, or property records systems preferred
- Ability to manage multiple tasks and deadlines
- Professional demeanor and problem-solving ability
- Attention to detail and organizational skills
- Ability to maintain confidentiality

Minimum Qualifications:

- High school diploma or equivalent

Working Conditions:

- Office environment with frequent interaction with the public
- Prolonged sitting, phone use, and computer work
- Occasional lifting of files or office materials