



Twin Falls County

Administrative Specialist - Zoning

SALARY	\$18.29 Hourly	LOCATION	Twin Falls County, ID
JOB TYPE	Full-time	JOB NUMBER	202600050
DEPARTMENT	Planning & Zoning / Building Department	OPENING DATE	06/08/2026
CLOSING DATE	6/16/2026 10:00 PM Mountain		

Position Information

Apply online at www.twinfallscounty.org

Job Description

Performs advanced administrative and customer service duties in support of the Planning and Zoning Department. Serves as a primary point of contact for the public, providing information regarding department services, policies, procedures, and regulations. Responsibilities include processing applications and payments, maintaining records, preparing reports and correspondence, supporting public meetings and hearings, and preparing official minutes and related documentation. Duties include creating, reviewing and processing documents and records, identifying and correcting errors and omissions on documents received from staff, and/or public. Work requires strong organizational skills, attention to detail, proficiency with office software, and the ability to manage multiple priorities while exercising independent judgment. The position operates under general supervision in a public-facing office environment and requires occasional evening attendance at public meetings.

Duties / Responsibilities

ESSENTIAL DUTIES AND RESPONSIBILITIES (*illustrative, not exhaustive*)

- Assist customers with zoning permit inquiries and determine appropriate applications and required documentation.
- Review permit applications for completeness and verify all required documents are submitted prior to acceptance.
- Conduct research on applications, property records, and zoning compliance, including investigation of illegal land divisions.
- Read and interpret legal descriptions, deeds, and related property records.
- Process appeal requests, hearing notifications, legal notices, agendas, and related documentation.
- Prepare and mail public hearing notices and other required legal notifications.
- Attend Planning and Zoning Commission, Agriculture Protection Area Commission, and other assigned public meetings and hearings; record, transcribe, and prepare minutes, findings of fact, conclusions of law, and orders.
- Prepare appeals and supporting documentation for submission to the Board of County Commissioners.
- Prepare meeting packets, agendas, reports, correspondence, and other departmental documents.

- Occasionally attend evening public meetings.
- Maintain official records, files, minutes, transcripts, notices, correspondence, logs, and related documentation in accordance with records management requirements.
- Ensure documents are complete, accurate, and contain all required signatures, stamps, and supporting information.
- Receive, process, receipt, and reconcile payments for permits, applications, and other departmental transactions.
- Generate claims, process deposits, balance cash drawers, and prepare related financial reports and documentation.
- Maintain records of commissioner attendance and process meeting and mileage reimbursements for Planning and Zoning-related boards and commissions.
- Answer incoming phone calls, greet walk-in customers, and provide information regarding department services, policies, procedures, and processes.
- Respond to inquiries from citizens, County employees, elected officials, commissioners, and other stakeholders in a courteous and timely manner.
- Provide administrative and secretarial support to department staff, including scheduling appointments, preparing correspondence, tracking mailings, and maintaining departmental databases.
- Determine customer needs and provide appropriate information, assistance, or referrals.
- Enter, verify, update, and maintain data within County and departmental systems.
- Prepare, distribute, and maintain reports, records, applications, spreadsheets, logs, and other business documents using standard and specialized software applications.
- Compile, organize, copy, file, and maintain departmental records and materials.
- Process and distribute departmental mail and prepare outgoing mailings.
- Complete special projects and records management assignments as assigned.
- Coordinate work activities, manage priorities, and meet established deadlines.
- Maintain confidentiality of sensitive information and records.
- Establish and maintain effective working relationships with coworkers, elected officials, other agencies, and the public.
- Assist other County departments and staff as needed.
- Perform all duties in accordance with County policies, procedures, and safety practices.
- Perform other related duties as assigned.

Qualifications

CLASSIFICATION REQUIREMENTS:

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

Education & Experience:

- High school diploma or GED.
- One (1) year of experience in an office environment; experience in planning, zoning, local government, or a related field is preferred.
- Any equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities may be considered.
- Must pass a background investigation and drug test, and remain in good standing throughout employment.

Knowledge of:

- County zoning ordinances, land use regulations, and building codes.
- Office administration practice and procedures, including records management and data entry.
- Recordkeeping, filing, and document retention practices.
- Customer service principles, techniques, and best practices.
- Bookkeeping, cash handling, and basic accounting practices.
- English grammar, spelling, punctuation, and business correspondence.
- Operation of personal computers and job-related software applications.

Skills and Abilities:

- Work collaboratively with coworkers and the public to provide professional, high-quality customer service. Maintain a professional, courteous, and customer-focused demeanor in person, by telephone, and through written

communications.

- Read, comprehend, and interpret zoning ordinances, regulations, property deeds, legal descriptions, and related documents.
- Analyze situations, identify solutions, and exercise sound judgment in accordance with applicable laws, regulations, policies, and procedures.
- Monitor and reconcile cash receipts, deposits, and cash drawers.
- Prepare accurate reports, correspondence, and other business documents.
- Enter, retrieve, verify, and maintain data efficiently and accurately within computerized systems.
- Establish and maintain accurate records, files, and documentation in both electronic and paper formats.
- Communicate clearly and effectively, both verbally and in writing.
- Operate standard office equipment and software, including Microsoft Office applications and other job-related systems.
- Listen effectively, gather information, and communicate appropriately through oral, written, and interpersonal interactions.
- Follow oral and written instructions and apply established procedures consistently.
- Work independently while exercising initiative under general supervision.
- Manage multiple priorities, interruptions, and deadlines while maintaining accuracy and attention to detail.
- Research information, analyze data, and prepare clear and concise reports.
- Respond professionally and tactfully to customer inquiries, including difficult or sensitive situations.
- Establish and maintain effective working relationships with coworkers, elected officials, government agencies, and the public.
- Demonstrate integrity, professionalism, discretion, and confidentiality in the performance of assigned duties.
- Perform all duties in accordance with County policies, procedures, and safety standards.

PHYSICAL DEMANDS & WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this classification. In compliance with the Americans with Disabilities Act, Twin Falls County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with Human Resources.

Work is performed primarily in a standard office environment. Duties may require sitting, standing, walking, bending, reaching, keyboarding, and handling documents and office equipment. The employee may occasionally lift or move up to 25 pounds, and up to 50 pounds infrequently. The position requires effective communication abilities and sufficient vision and hearing to perform essential functions. Occasional travel to off-site locations is required.

Employer

Twin Falls County

Address

P.O. Box 126

Twin Falls, Idaho, 83303

Phone

208-736-4174

Website

<http://www.twinfallscounty.org>