



251117 Job Description - Permit Clerk

Job Type: Full-Time

Salary: DOQ

Min Experience: 2 Years

Min Education: High School Diploma/GED

Required Travel: 0-10%

Salary Type: Annual Salary (DOQ)

Job Function: Administration / Development Services

Job Summary:

The Permit Clerk performs administrative, clerical, and customer service duties related to the processing and issuance of building, construction, and development permits. This position serves as the first point of contact for residents, contractors, and developers, providing information on zoning, inspections, and permitting requirements. The role requires accuracy, attention to detail, and the ability to communicate effectively with the public and city staff. The Permit Clerk supports the City's mission to deliver excellent service with Integrity, Leadership, Accountability, Quality of Service, and Innovation.

Principal Duties and Responsibilities:

The following duties are NOT intended to serve as a comprehensive list of all duties performed, but only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

- Receives and reviews permit applications for completeness, accuracy, and compliance with city ordinances
- Issues building, plumbing, electrical, mechanical, and other construction-related permits
- Collects permit fees, maintains cash drawer accuracy, and reconciles daily transactions
- Coordinates plan reviews, inspections, and approvals between city departments and contracted inspectors
- Tracks permit status, expiration dates, and inspection results in the city's permitting system
- Assists with Certificates of Occupancy and contractor registration renewals
- Serves as primary contact for residents, contractors, and business owners regarding permit inquiries
- Explains permit procedures, required documentation, timelines, and fees to applicants
- Responds to inquiries by phone, email, and in-person courteously and professionally
- Provides information on city codes, ordinances, and policies or refers complex questions to the Building Official or City Manager

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- Prepares correspondence, reports, and permit summaries for management and City Council as needed
- Maintains organized digital and physical records of all permits, inspections, and contractor licenses
- Assists with public notices, meeting packets, and general administrative support for the department
- Updates and maintains permit forms, fee schedules, and city website information related to permits
- Ensures permits comply with zoning, subdivision, and building codes
- Works closely with Code Enforcement, Fire, and Public Works to coordinate inspections and resolve compliance issues
- Assists in tracking contractor liability insurance, bonds, and licenses
- Ensures confidential and accurate handling of sensitive applicant and project data

Physical and Environmental Conditions:

Work performed primarily in an office environment. Frequent contact with the public, contractors, and staff in person, by telephone, and electronically. May occasionally lift or move objects up to 25 pounds. May require occasional attendance at evening meetings or special events.

Required Knowledge, Skills and Abilities:

- Knowledge of basic building and zoning terminology, municipal permitting processes, and office procedures
- Strong organizational skills with attention to accuracy and detail
- Excellent customer service and interpersonal communication skills
- Ability to read simple plans, maps, and permit applications
- Proficiency in Microsoft Office (Word, Excel, Outlook) and permitting or database software
- Ability to handle multiple tasks, prioritize work, and meet deadlines
- Ability to work independently and exercise good judgment in routine and confidential matters
- Ability to maintain confidentiality and exercise discretion in handling sensitive information

Machines, Tools, Equipment and Work Aids:

- Computers and related software
- Workstations
- Printer
- Copier
- Scanner
- Cash drawer/register
- Permitting software systems
- Database management systems

Education, Certifications and Experience Required:

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- High school diploma or GED required; some college or technical training preferred
- Two (2) years of experience in administrative support, clerical work, or customer service required
- Experience in a municipal or construction-related environment preferred
- Valid Texas Class C Driver's License required
- Permit Technician Certification from ICC preferred, or ability to obtain within 12 months of employment

The City of Kirby is an Equal Opportunity Employer of Qualified Individuals. A City of Kirby application is required. Resumes are considered additional information, and accepted with a completed City application. Applications may be submitted online, in person at Kirby City Hall, 112 Bauman Street or through the Texas Municipal League website at www.tml.org.
