

## Permit Clerk

### Position Summary:

The primary purpose of this position is to provide superior customer service support to the general public via phone, email and in-person and accept and process all permits issued by the City. This position requires a consistently high level of customer service and tact while providing technical guidance and assistance to the public and a variety of groups on planning matters. The Permit Technician is often operating in a busy environment with a high volume of customers and must possess integrity, dependability, time management and organizational skills.

### Essential Functions:

The following duties are typical for this position.

- Accepts and Processes Permits
- Responds timely to emails, calls and messages regarding permit and inspection procedures; building code regulations; city ordinances; and state and federal law applicable to construction practices.
- Supports the Development Services Department by researching and answering questions pertaining to planning and permitting from citizens, applicants, employees; handling correspondence, making copies, utilizing computer programs and software, generating and distributing reports for the department and assisting other City staff as needed.
- Develop and upkeep forms necessary for processing of building permit applications. Generate business documents: letters, invoices, permits, reports, spreadsheets, correspondence, messages, emails, faxes as requested.
- Handle cash; Complete cashiering duties by receiving, receipting and recording payments.
- Balance cash drawer and prepare bank deposit daily.
- Develop and prepare customer handouts and detail sheets of departmental procedures; and various types of permit applications for public access and use.
- Intake and review of building permit application to ensure compliance. Process of permit applications and building plans for new construction; distribution of plans as necessary to all associated departments for review.
- Issue assorted permits as directed for building, electrical, plumbing, mechanical, etc.; calculating correct amount due and scheduling inspections as needed.
- Work with customers and Public Works to identify compliance with projects
- Record and file annual reports. Prepare and submit activity reports resulting from building permits.
- Develop forms necessary for processing of building permit applications.
- Maintain complete and accurate project files on all building applications and permits. Maintain complete and accurate records for all permit applications received including filing related documents accurately. Performs file maintenance functions and searches, pulls, and routes files appropriately. Maintain contractor registration files.
- Maintain excellent communication with Utility Billing Clerk and notify of all utility meter sets for new construction projects.
- Provides professional, quality customer service at all times

- Daily contact with the general public utilizing tact and diplomacy.
- Provides outstanding support and customer service to internal staff and customers by greeting and assisting customers and visitors, answering incoming calls, routing calls to the correct office or person, copying and distributing messages within the office and other departments and making calls for the department in a timely manner.
- Completes numerous administrative services by scheduling appointments, typing proofreading and preparing reports, maintaining department records, maintaining office equipment and supplies, completing numerous clerical and secretarial services.
- Greets and assists customers and city staff as well as manages the flow of information.
- Answers customer questions and provides general assistance with problems, concerns, and inquiries.
- Answers all incoming telephone calls and forwards to the correct party or takes detailed messages and sends via electronic mail to the correct party.
- Responds timely to questions/complaints, researches problems and initiates problem resolutions.
- Provides outstanding support and customer service to internal staff and customers by greeting and assisting customers and visitors, answering incoming calls, routing calls to the correct office or person, copying and distributing messages within the office and other departments and making calls for the department in a timely manner.
- Establishes and maintains an effective working relationship with the general public, co-workers and City Officials through excellent customer service and communication skills via phone, fax, email or in person, to answer questions, disseminate or explain information, take orders and address complaints swiftly.
- Performs other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.
- General Information:
- Candidates MUST successfully complete a background check, drug screening and pre-employment physical.

## **Requirements**

### **Knowledge, Skills, and Abilities:**

The Permit Technician must have the ability to effectively manage multiple tasks, in a fast-paced environment, simultaneously and independently in a timely manner. The candidate must be able to demonstrate knowledge and proficiency of computer operations.

The Permit Technician must have extremely strong organizational skills, excellent time-management skills and the ability to communicate effectively and efficiently with the public and city staff courteously and tactfully, remaining professional at all times. The candidate must possess and continue to possess the ability to follow both written and verbal instructions. The candidate must bear a high level of integrity and dependability.

Must possess a high school diploma or equivalent

Possess the ability to follow instructions both written and verbal.

Have the ability to communicate with the public and other City employees courteously and tactfully, within a timely manner.

Have the ability to organize and keep records as well as perform repetitive tasks.

Possess the ability to multi-task.

Knowledge of or ability to research and interpret state and local laws, policies, codes, and regulations.

Must be able to communicate clearly and effectively both orally and in writing.

Must be able to handle confidential matters with discretion.