

CITY OF WALLER JOB DESCRIPTION

Job Title: Permit Clerk

Non-Exempt

Reports To: Director of Public Works

Department: Permit Office

Date: February 2013

JOB SUMMARY

Provides support to the Building Official in keeping records and providing customer service and guidance and support to builders, developers and the public in all areas of building permit requirements, code enforcement and inspections.

Uses/requires office skills to handle: customer service/communications (internal and external), file organization and management, computer skills including data entry, word processing, spreadsheets, data bases, and graphics software, mathematical computation, report and letter preparation, and decision making within scope of responsibility.

Attendance is an essential function of this position. The City reserves the right to require an employee in this position to work overtime. This position provides services or performs duties for the benefit of the general public during emergency situations. These may include services or duties different from those performed in the usual course and scope of your job. In the event of an evacuation, the incumbent in this position may be required to remain to perform needed services.

DUTIES AND RESPONSIBILITIES

The duties described below are indicative of what the Permit Clerk may be asked to perform; other duties may be assigned:

Customer Service/Clerical

- Keeps and maintains all books, records, papers, documents and files of the Permit Department
- Establishes and maintains systems to ensure that all files, letters, reference materials, field inspections reports, permit files, blueprints, drawings and other data or material are maintained in an organized manner.
- Coordinates and tracks all plans and plats to review.
- Schedules and processes permits.
- Provide general information to the public.
- Calculates permit fees, building and impact fees and other various fees related to the building department.
- Assists public in completing permit applications and forms.
- Assists in issuing and tracking building permits for air conditioning, electrical, plumbing, and sign permits.
- Works closely with Bureau Veritas Commercial Planning/Inspection Company and/or any other third party vendor, regarding commercial and residential plan reviews.
- Tracks, posts and keeps accurate records for liquor permits.
- Performs all other duties as assigned.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required at the time of hire or for the continuation of employment.

EDUCATION AND/OR EXPERIENCE

- High school diploma or equivalent (GED).
- Two years related experience.
- Previous experience in “front-line” customer service, dealing directly with the public preferred.

SKILLS AND ABILITIES

- Exhibits desirable and appropriate behavior including integrity, ability to get along with others, “team player,” industriousness, intelligence, sense of urgency and independent judgment to provide for a cohesive, productive unit.
- Basic working knowledge of office equipment, computers, computer software (i.e. Microsoft Word, Excel, PowerPoint, Access, Outlook, etc.) and Internet search tools.
- Ability to perform data entry and inquiry functions at an acceptable level of accuracy and speed.
- Ability to perform multiple tasks simultaneously, accurately and efficiently.
- Ability to maintain a professional and polished manner and a pleasant tone of voice when dealing with the public.

LANGUAGE SKILLS

- Ability to communicate effectively with elected officials, staff, and the public.
- Ability to communicate effectively in both written and verbal form.

MATHEMATICAL SKILLS

- Ability to calculate basic mathematical calculations without aid of a calculator.

REASONING ABILITY

- Ability to define problems and deal with a variety of situations.
- Ability to think quickly, maintains self-control, and adapts to stressful situations.
- Ability to use good judgement and effectively solve problems.
- Ability to plan work and establish priorities.

Physical Environment

- The duties of this job include physical activities such as sitting, climbing fences, walking on rough terrain, stooping, kneeling, standing, walking, lifting, reaching, fine dexterity skills, grasping, handling, talking, hearing/listening, seeing/observing, and repetitive motions.
- Specific vision abilities required by this job include close, distance, and peripheral vision; depth perception, and the ability to adjust focus.
- This job is performed in an office environment as well as outdoor in adverse weather conditions.

Work Environment

The work environment may include some or all of the following:

- Repetitive activities.
- Adverse weather conditions.
- Exposure to insects and animals such as mice and rodents.
- High volume work days.
- Noise distractions (telephone calls, equipment, conversations with customers, etc.).
- Unpleasant social situations (dealing with upset or irate individuals).