Class Title: Permit/Licensing Clerk
Title assigned by Human Resource Director and based upon a minimum and maximum of duties and responsibilities.

Department: Community Development Department

General Purpose

Performs a variety of responsible and proficient secretarial and or clerical duties, regularly and independently, which require a broad scope of knowledge and clerical practices and procedures including use of the latest technology. General ordinance and zoning knowledge to help assist the public. Assists in the tracking and issuance of permits and respond to complaints and questions. Responsible for duties related to greeting the public by telephone and in person and to display a high degree of professionalism.

Supervision Received
Under the direction of the Community Development Director

Supervision Exercised
None.

Essential Duties and Responsibilities

These functions and responsibilities and may not be present in the all positions in the class. Management reserves the right to add; modify, change or rescind detailed duties and work assignments.

1) Performs routine clerical and administrative work while answering in-coming calls, routing calls or providing information as necessary.
2) Operates office machines such as a personal computers, fax machines, copy machines, scanners, and etc.
3) Receive the public, providing customer assistance in filling out various permit applications and forms.
4) Process permit and license applications by accepting applications and checking for accuracy and completeness. Route to appropriate staff, monitoring application status by maintaining accurate and timely records.
5) Assure that policies and procedures are followed in the receipt, routing and processing of Permit applications.
6) Assist in the scheduling of requests for field inspections and maintain an inspection activity log.
7) A high level of time management skills, as the position dictates interruptions on a frequent basis.
8) Clearly and concisely communicate to gather or provide information, procedures and/or policies to the general public and co-workers.
9) Provide services to the public and other city employees in an accurate, timely and courteous manner. Direct customer complaints to the appropriate department when needed.

10) Schedule appointments & inspections and provide support to office staff regarding the nature of meetings.
11) Prepare, maintain and store departmental records, files and reports. Prepare documents and plans for archiving.
12) Ability to work independently and proficiently on a variety of assignments on a regular and recurring basis.
13) Ability to understand and follow through with verbal and written instructions and able to look to other sources for additional guidance.
14) Within established guidelines, independently organize and prioritize workload to meet stringent timelines.
15) Sorts and distributes mail and other correspondence.
16) Be able to interpret maps and plans.
17) Performs related work as required.
18) Keep area clean and neat as well as other office areas.

Education and Experience:

High School Diploma or GED; some college and (3) three years experience in clerical and/or secretarial work. Strong computer background (Hardware & Software)

Necessary Knowledge, Skills, and Abilities:

- Ability to organize work for maximum efficiency.
- Ability to work independently from general instructions and broad work expectations.
- Ability to work cooperatively as a member of a service oriented team.
- Knowledge of the procedures and services of the assigned work unit.
- Proficient use of computers and operating systems & software.
- Knowledge of general office practices and procedures.
    - Skill in communicating and presenting a positive, professional image of city services.
    - Interpersonal skills using tact, patience, & courtesy.
- Skill in operation of a variety of office machines including a computer and
- permitting software, fax, copier, 10 key adding machine, & scanners
- Knowledge of basic accounting principles and procedures.
- Ability to use sound judgment in making decisions independently in accordance with established policies, procedures and regulations.
- Ability to work under pressure.
- Ability to fluently speak, read, and writes the English language.
- Ability to effectively communicate both orally and in writing.
- Maintain a high level of confidentiality
- Ability to understand and carry out oral and written instructions
- Ability to make minor decisions in accordance with Department procedures
- Ability to learn assigned tasks and adhere to prescribed routines.

Tools and Equipment Used

Phone; computer system; document scanner, 10-key calculator; copy and fax machine.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

Selection Guidelines

Formal application, rating of education and experience; oral interview and reference check.
The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.