



Incredibly Close ✨ Amazingly Open

Job Description

Job Title: Permit Clerk

Department: Building and Inspectional Services

Education Required:

Associate's degree in a relevant technical area and/or relevant work experience. Bachelor's degree preferred.

Type of Position:

- Full-time
- Part-time
- Intern

Hours: 40 hours/week

- Overtime may be required on occasion*
- Exempt
 - Nonexempt

General Description: Under direction of the Manager of Building and Inspectional Services, the Permit Clerk provides day-to-day administrative support to the Department of Building and Inspectional Services on building permit, business license, and code enforcement matters. This position provides excellent customer service to the public, including residents, design professionals, and contractors, government agencies, and Village staff in the application of building and zoning codes and issuance of building permits for residential and commercial projects. In addition to typing, filing, and scheduling, this position will perform related office duties, including record keeping and assisting with a variety of special projects.

Essential Functions of the job:

- Review permit applications for completeness and communicate with applicants to clarify or request additional information.
- Input permit and business license information into permit software and distribute submittal documents to Village departments for review.
- Track review and submittal status, calculate fees, issue permits, and update permit tracking records and files.
- Review and approve over-the-counter permits.
- Prepare and issue certificates of occupancy.
- Intake, process, and track vacant property registration forms and escrow payments.
- Support Village transfer stamp issuance process through property compliance review and departmental coordination.
- Manage, respond to, and re-direct incoming phone calls and emails to appropriate staff members.
- Respond in a courteous, professional manner to inquiries from residents, business owners, and contractors in person, by phone, and via email about permits, applicable fees, Village codes and regulations, building processes, inspection requirements, and code enforcement.
- Prepare closed project files for scanning and scan project files.
- Schedule and coordinate inspections and input/scan inspection reports.
- Follow up with customers on expired permits and occupancies.
- Maintain permit and business license paper and electronic files.
- Maintain accurate records and determine status and next steps on projects.
- Compile, calculate, and prepare department reports for interdepartmental and Township use that summarize construction and permit activities on a weekly and monthly basis.
- Intake business compliance certificate applications, coordinate departmental review and inspections, and issue certificates on an ongoing basis for new businesses and annual basis for all businesses.
- Collaborate with other Village departments on permit and business license related issues.
- Coordinate with Village's consultants to process permit applications as necessary.
- Research and respond to Freedom of Information Act (FOIA) requests.
- Conduct searches of Village and public records to obtain property ownership and other information.
- Receive and send various boxes/packages and mail.
- Maintain and submit department payroll to the Finance Department on a biweekly basis.
- Perform related functions as required and other duties as assigned.

Safety and Risk Management Responsibilities: All employees are expected to exercise their responsibility for employee safety and risk management. Adherence to safety requirements is considered an important measure of employee performance

evaluation. Employees are responsible for complying with all established safe work rules; reporting all accidents and injuries immediately and cooperating in all accident and injury investigations by supplying full and complete information; submitting recommendations for safety and efficiency, as well as reporting defective equipment and unsafe conditions; using safety equipment provided for personal use in performing daily work assignments; only operating equipment trained and authorized to operate; providing public protection from unsafe conditions and hazards resulting from municipal work operations; and participating in special safety activities such as departmental safety committees, job safety analysis, and special training sessions. Other responsibilities with regard to employee safety are detailed in the Safety Manual.

Knowledge and Skills: Ability to make decisions in accordance with laws, regulations, and policy. Ability to read and interpret building or construction plans and site plans.

Supervisory Responsibilities: This position requires the scheduling and coordination of staff to complete inspections, to ensure that inspectors track the results of inspections, and verify that completed inspection reports are submitted for filing.

Competencies:

Interpersonal Skills – Maintains confidentiality. Listens to others without interrupting. Remains open to others' ideas and tries new things. Maintains professionalism in a fast-paced workplace.

Ethics – Treats people with respect and inspires trust. Works ethically and with integrity. Upholds organizational values.

Planning/Organizing – Prioritizes and plans work activities. Uses time efficiently. Completes administrative tasks correctly and on time. Follows instructions and responds to management direction.

Communication – Excellent verbal and written communication skills. Listens and gets clarification. Responds well to questions. Speaks clearly and persuasively in positive and negative situations. Writes clearly and informatively. Able to read and interpret written information.

Teamwork – Ability to work independently and as part of a team. Balances team and individual responsibilities. Gives and welcomes feedback. Contributes to building a positive team spirit. Puts success of team above own interests. Supports everyone's efforts to succeed. Shares expertise with others.

Adaptability – Able to adapt to changes in the work environment. Manages competing demands. Changes approach or method to best fit the situation. Able to deal with frequent changes, delays, and unexpected events.

Technical Skills – Assesses own strengths and development areas. Pursues training and opportunities for growth. Strives to continuously build knowledge and skills. Identifies opportunities for improvement and solutions. Shares expertise with others.

Dependability - Follows instructions and responds to management direction. Takes responsibility for own actions. Keeps commitments. Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies the appropriate person with an alternate plan.

Quality - Demonstrates accuracy and thoroughness. Looks for ways to improve and promote quality. Applies feedback to improve performance. Monitors own work to ensure quality.

Computer Skills: Proficient in standard office software (e.g. Microsoft Word, Excel, PowerPoint and Windows-based programs). Experience in BS&A software or other municipal permit management software preferred.

Other Qualifications: Proficient in performing basic mathematical calculations. Valid Illinois driver's license. Previous experience in a clerical or administrative role and customer service preferred. Familiarity with building permits or experience working in a similar government setting preferred. ICC Permit Clerk Certification preferred.

Travel: Some local travel may be required of the position.

Physical Demands:

While performing the duties of this job, the employee is regularly required to read, fill out, and file building department documents, Village ordinance books, technical manuals, and manufacturers' literature; able to exercise independent judgment; must be able to reach, lift, and carry weights up to 25 lbs.; stoop, kneel, pick up weights up to 25 lbs.; or pull and push weights up to 25 lbs.; have perception and discrimination of color, sound, taste, texture, odor, and form; apply principles of common sense and understanding to perform repetitive tasks; interact with fellow employees, elected and appointed officials, and the public in both written and verbal form; operate most office equipment, motor vehicles, cameras, and small hand tools; crouch and crawl as needed; climb ladders in excess of 5 feet; frequently be exposed to temperature extremes, strong odors or fumes, toxic agents, noise, vibrations, wetness, humidity, dust, varying light conditions; deal with stress in a calm, rational manner; operate in conditions of occasional to limited supervision.

Work Environment:

The noise level in the work environment is usually moderate.

