

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assists citizens/customers of the department in a friendly, courteous, professional manner using clear oral and written business communications.
- Receives and schedules requests for building inspections; distributes requests to inspectors.
- Relays information to developers, contractors and the general public on building issues, property information, procedures, and ordinances.
- Processes applications for building, electrical, and plumbing permits and contractor's licenses; schedules inspections; answers basic code inquiries; maintains permanent record of permits and inspections. Including new business permits and inspections.
- Coordinates planning and zoning hearings; orders court reporter; mails and publishes notices, etc.
- Assists with administrative tasks in the department, such as answering phones, serving customers, typing correspondence and reports, scanning, filing and records retention.
- Maintains a comprehensive record of all applications, permits notices, inspections, list of fees, building permit requirements, etc.
- Performs any other duties as prescribed by ordinance or established by president and board of trustees.

OTHER DUTIES:

- Receive and resolve or refer citizen complaints or requests for service. Performs other related duties as required.

DESIRED MINIMUM QUALIFICATIONS: Education and Experience:

- High school diploma or GED, with course work in general office practices, typing, business math, and related subjects. Ability to use a computer and appropriate software, types correspondence, reports, and other department documentation; composes and types letters, memos, and notices for signature of superior.
- Knowledge of building permit operation practices and procedures inclusive of specific software for building permitting processes. Knowledge of BS&A software helpful.
- Knowledge of business English, grammar, and basic math. Polish or Ukraine speaking a plus.
- Knowledge of record keeping and reporting.
- Ability to prepare and compose clear and concise letters and reports.
- Ability to make decisions based on department policy.
- Ability to establish and maintain effective working relationships with other employees, departments, government officials, and the public.