



Department:	Community Development	Title:	Permit Clerk
Bargaining Unit:	Teamsters PTC	FLSA Status:	Non-exempt
Pay Range:	\$3,459 - \$4,867 DOQ	Reports To:	Office Manager
Posting Date:	June 17, 2019	Applications Due:	July 1, 2019

POSITION OVERVIEW:

The Permit Clerk is a supportive position that performs secretarial duties, administrative support, greets visitors/callers, and disseminates public information in support of the activities and operations of the Administration and Community Development Department. This position is highly visible involving constant contact with the general public. The permit clerk is responsible for issuing permits, scheduling inspections, assisting Planners in fulfilling necessary notification requirements related to Land Use permitting. This individual is also responsible for issuing plumbing, electrical, building, and mechanical permits on a daily basis. The Permit Clerk must be deadline driven, detail oriented, and perform a variety of complex technical duties within the Department of Community Development. The incumbent may deal with sensitive and confidential issues or matters that are the subject of conflict and/or disagreement, thus requiring considerable judgement and tactfulness.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are representative sample of the level of work appropriate to this classification:

1. Performs the reception function for the Department of Community Development by providing information about the permitting process and requirements to the public at the counter, on the telephone, and by e-mail relating to land use, building, and other regulations.
2. Schedule inspections daily.
3. Create, maintain, and archive as necessary, all electronic and paper office files/records.

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4. Process and review land use applications, determine appropriate application type; accept applications and revisions; perform completeness checks and perform necessary documentation.
5. Conduct research, data collection and data entry, may help to write reports.
6. Prepare GIS maps for public notices and modifies and creates other maps as needed.
7. Complete receipting in accounts receivable, process daily deposits for Building and/or Planning, preparation of invoices through the Eden System, processing incoming and outgoing mail.
8. Complete monetary transfers that include cash, check, and credit card transactions.
9. Provide support relative to public records requests and administrative back stopping.
10. Maintain employee and departmental contact directories.
11. Aids in supply ordering and office supply inventory.
12. In-take and issuance of various permit types related to building and planning.
13. Close out land use and building files in various formats.
14. Schedule and prepare hearing legal/notices.
15. Prepare Agenda for Hearing Examiner and Planning Commission hearings/meetings, pre-application meetings, internal department meetings, along with preparation and compilation of related documents.
16. Responsible for public and/or staff meeting setup and take down.
17. Recording and completing of meeting minutes related to the Hearing Examiner and Planning Commission/Hearings and meetings.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES:

Ability to:

- ◆ Maintain confidential status.
- ◆ Handle stressful situations when dealing with the public, and meeting staff deadlines and needs.
- ◆ Effectively deal with people who may be emotionally charged by issues and information being presented.
- ◆ Establish and maintain effective and professional communications and working relationships with co-workers, the public and other agencies and departments.
- ◆ Organize and plan multiple tasks and responsibilities concurrently.
- ◆ Communicate effectively both orally and in writing.
- ◆ Be flexible to the needs of the multiple departments.
- ◆ Be a self-motivated, organized and an independent thinker.
- ◆ Follow and carry out directions accurately and completely.
- ◆ Physically perform the essential functions of this position.

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Skills in:

- ◆ Use of computers and software programs including Microsoft Word, Excel, Outlook, SmartGov, and Eden.
- ◆ Extensive public relations and phone etiquette.
- ◆ Problem solving techniques.
- ◆ Listening and recording accurate notes and messages.
- ◆ Prioritizing workload.
- ◆ Filing and organization.
- ◆ Multi-line phone system.

Knowledge of:

- ◆ General office procedures and practices.
- ◆ General county government operations.
- ◆ Various office machines, i.e., 10-key adding machine, fax machine, copier, and scanner.
- ◆ Standard formats for business correspondence, spelling, punctuation, and rules of grammar.

BEHAVIORAL STANDARDS:

- ◆ Respectful, courteous, and friendly to customers, other County employees, and County leadership; demonstrates and maintains honest and ethical behavior. Develops and maintains a positive working relationship with peers and management.
- ◆ A team player that helps the organization meet its objectives; takes initiative to meet department and county goals and needs.
- ◆ Effectively communicates with customers and other County employees. Positively represents the County, maintaining the trust County residents have placed in each of us.

WORKING CONDITIONS:

- ◆ Work is performed independently, primarily in an office environment.
- ◆ The environment may be stressful in striving to meet deadlines and staffing needs.
- ◆ Staff operates in a smoke and drug-free work environment for their health, safety and productivity.
- ◆ Evening and weekend work may be required on occasion.
- ◆ May require travel with reasonable accommodation to off-site facilities for conferences and/or training.

PHYSICAL REQUIREMENTS

- ◆ Work involves repetitive tasks, which require routine ergonomic practices, including computer keyboard, ten-key adding machine and writing.
- ◆ Sitting for extended periods at a desk and/or computer.
- ◆ Climbing stairs in county facilities and other agency buildings this position comes in contact with.
- ◆ Lifting up to 40 pounds waist high.
- ◆ Bending, stooping and twisting during the normal course of the day.
- ◆ Sight and hearing of acceptable standards.

RECRUITING REQUIREMENTS:

- ◆ A high school diploma, or equivalent with minimum two (2) years of progressively responsible experience in general office work, issuance of permits, and/or dealing with the public on a person-to-person basis. Related education beyond high school or other work experience may substitute for experience requirements. Computer literacy with experience in word processing, spreadsheets and database programs is required. Demonstrate above average ability in use of computers, multi-line phone system and other office equipment.
- ◆ Must possess excellent public relations skills, organizational skills, and present a professional image.
- ◆ Computer experience required; Windows based preferred.
- ◆ Possess a valid Washington State Driver’s License.
- ◆ A background security check may be required if a job offer is made.

CLOSING STATEMENT

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

Reviewed by:

Incumbent Signature

Date

Witnessed By:

Supervisor or HR Signature

Date

Chelan County is an equal opportunity employer and does not discriminate on the basis of disability in the admission or access to, treatment or employment in its programs or activities.
ADA accommodations available upon request.