

## **CITY OF HARRAH**

**OCCUPATIONAL TITLE:** Permit/License Clerk

**OCCUPATION CODE:** 4100

**DEPARTMENT/DIVISION:** Building Inspections

### **GENERAL DEFINITION:**

The Permit/License Clerk works closely with the Building Inspector providing vital information and performing support functions crucial in the day-to-day operations of the Building Inspector. The Permit/License Clerk performs a variety of routine and complex clerical, administrative and technical work assisting in the processing and issuance of permits and license.

The work is performed under general supervision of the City Manager and is reviewed through records, audits, and observation of results obtained.

### **ESSENTIAL FUNCTIONS AND DUTIES:**

(The items listed below are not intended to be a complete listing of all essential functions and duties of the position.)

- Performs responsible secretarial and public contact duties as a receptionist with relatively little supervision;
- Assist with issuing permit and license for various trades which include electrical, plumbing and mechanical;
- Answer the phone, providing information to callers, relaying calls and/or messages to the Building Inspector;
- Files all correspondence and paper work associated with permits and license;
- Prepare, maintain and store records, files and logs related to permit issuance and inspections;
- Assist in the scheduling of requests for inspections and maintain inspection log;
- Distributes building permits issued by the Building Inspector;
- Receive various payments at customer service window for permits, license, utilities, municipal court, etc;
- Responsible for maintaining a variety of files and records and searching files for pertinent information as instructed;
- Be familiar with City Codes and Ordinances;
- Assist the public and provide information to promote good public relations;
- Prepare monthly and quarterly reports and other reports as assigned;
- Demonstrate proficiency with all office equipment including computers, software programs, ten key, calculators, copy machines and all business machines;
- Assure timely and proper completion of paperwork and reports as assigned;

- Perform other duties as directed in a positive manner which supports the overall effectiveness of the organization;
- Use logical approach to problem solving, exercising good judgement and initiative in performance of duties;
- Demonstrate sensitivity and responsibility for appropriate communications with administrative staff, other city employees and the public, relaying information as necessary;
- Answer questions regarding building codes and land use requirements by phone and at the customer service counter;
- Ability to establish effective working relationships with contractors, developers, engineers and the general public;
- Must cross train with the Utility Clerk to assist in covering customer service duties in the absences of the Utility Clerk;
- Assist with various tasks as assigned;
- Do any and all other functions that may be required by the City Manager, or other appropriate supervisors.

#### **MINIMUM QUALIFICATIONS:**

- Must have a high school diploma or equivalent;
- Ability to perform arithmetical computation; ability to receive, relay and transfer information accurately; ability to quickly and accurately calculate enter and review numbers;
- Ability to communicate effectively orally and in writing;
- Ability to read, understand and communicate fluently in the English language;
- Knowledge of modern office practices, procedures and operations;
- Knowledge of office equipment such as adding machines, computers, and photocopiers;
- Knowledge of departmental and City accounting systems and procedures;
- Ability to work under stressful conditions and with frequent interruptions;
- Ability to establish and maintain courteous and effective working relationships with other employees, supervisors, other departments and the general public
- Willingness to assist management, co-workers and citizens as necessary;
- Ability to understand written and oral directions;
- Ability to deal with the public in a tactful and courteous manner;
- Ability to type, enter, and retrieve information from a computer terminal including email;
- Ability to use various computer programs such as excel, word etc;
- Ability to establish and maintain accurate and understandable filing systems;
- Must be organized and maintain records in organized manner;
- Must be bondable.

#### **WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**

- Some exposure to unpleasant citizens, must be able to handle tactfully;
- Ability to work in stress factors, such as deadlines, multiple tasks, simultaneous tasks, fast pace office, customer relations, etc;
- Must have the physical dexterity to type 40 words per minute with accuracy;
- Work is typically indoors, subject to sitting, standing, walking, or using a telephone for extended periods of time;
- Ability to sit at and operate the computer or other office machines for an extended period of time;
- Ability to bend and lift as needed for filing and other office procedures;
- Ability and willingness to attend job related schools and meetings;
- Subject to exposure to light and glare from a computer terminal;
- Subject to noise of a copying machine, ten-key, telephone or computer;
- Subject to working in a confined area in close proximity to others, with frequent interruptions;
- Vision required to read and review written correspondence, reports, statistical and technical data, and computer screen, etc.;
- Hearing and speech required to communicate clearly and distinctly in English, by telephone and in person within the confinement of a semi-noisy environment.
- Ability to work under minimum supervision.
- The job duties of this position are conducted on site at city office(s).

### **SUPERVISION:**

This position is under the direct supervision of the City Manager.

EEO Class: Administrative Support (OC/9131)

FLSA Status: non-exempt

Grade: H2-H3-H4

This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in these specifications. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA).

I understand and agree that my employment is at will and for no term of definite duration. I also understand and agree that either the City of Harrah or I may terminate my employment relationship at any time.

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Employee

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Date

The City of Harrah, Oklahoma is an Equal Opportunity Employer.