



## City of Balcones Heights Job Description

Job Title: Permit Clerk – Community Development (Part Time)

EEOC Category: Paraprofessional

FLSA: Non-Exempt

DATE: 7/2022

### Summary

This is a non-supervisory position that assists the public with permits issued by the Community Development Department. Responsible for scheduling inspections required by the City of Balcones Heights, answering and returning phone calls and emails, regularly corresponds with the public, homeowners, builders, contractors, and other City of Balcones Heights personnel. Maintains a high level of customer service at all times and is able to work as a teammate with other Community Development staff.

### Duties:

- Reviews permit and plan submissions for completeness, issues all required permits and schedules the required inspections.
- Communicates verbally and/or in writing with the public in a courteous and professional manner including with persons of diverse backgrounds.
- Enters all permit data into appropriate databases.
- Assists the general public either by telephone, email, or in person with questions or applications for permits.
- Collects money for permits and enters the funds collected into the cash control system.
- Operates computer to access Internet databases in order to perform various job functions.
- Registers contractors and assists them with the Certificate of Insurance requirements and of bonding process as needed.
- Reviews, processes Special Event permits, distributes to other departments for review and comments and issues or denies the permits.
- Coordinates Certificate of Occupancy inspections with the building inspector, the fire inspector, and the health inspector.
- Receives requests from the public and relays the information to the appropriate staff person.
- Performs general office duties such as typing, filing, copying, and the archival/maintenance of records which also includes generating reports.
- Assists other city personnel including field inspectors as needed.
- Performs other related duties as required by the Building Official.
- Performs other assignments and special projects as assigned.

### Knowledge, Skills, and Abilities:

- Good cognitive abilities required for successful performance of essential functions.

- Must have experience and good working knowledge of Microsoft programs including Word, Excel, and Outlook.
- Bilingual Spanish is preferred but not required.
- Ability to effectively communicate with contractors, citizens, and fellow employees to provide information for permits.
- Must possess both good telephone and public relations skills.
- Must be able to interface effectively with contractors, subcontractors, homeowners, field inspectors, and other departments.
- Ability to work with possible irate customers on occasion.
- Ability to read and understand written materials to provide information to the public.
- Ability to prepare grammatically correct written reports, letters, and documents.
- Must be familiar with databases, data retrieval/input, printers, scanners, and copiers.

### **Education and Experience:**

- High school degree or equivalent.
- Basic knowledge of construction a plus but not required.

### **Physical Demands and Working Conditions:**

- Ability to lift up to 20 lbs.
- Ability to lift sets of drawings and code books.
- Visual acuity, speech and hearing; hand/eye coordination and manual dexterity necessary to operate computer keyboard and basic office equipment.
- Ability to sit at a desk behind a computer for extended periods of time.
- Ability to sit, stand and move about a building.
- Must be able to pass a drug and/or alcohol screen.
- Working conditions are in an office environment.

### **Licenses or Certificates:**

- Possession of a valid Texas Class C driver's license.
- Must pass background checks and be bondable.

**NOTE: This class specification is not an employment agreement or contract. Management has the exclusive right to alter this class specification at any time without notice.**

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_