

# **BUILDING AND INSPECTIONS CLERK**

## **SUMMARY**

Performs clerical and administrative tasks in general support of the Inspection, Property Maintenance, Community Development/Zoning and Assessing departments. Includes primary responsibility for all tasks involving the processing of permits and coordinates rental inspections. Meets with customers at the counter, prepares reports and correspondence, answers telephone, sends and receives emails, responds to inquiries, files information electronically and manually, and maintains computer and manual databases to ensure accurate property information. Performs related work as required.

## **SUPERVISION RECEIVED**

Work is performed under the supervision of the Assistant City Manager, or other departmental head, as assigned by the City Manager or Assistant City Manager.

## **SUPERVISION EXERCISED**

None.

## **RESPONSIBILITIES AND ESSENTIAL DUTIES AND FUNCTION**

An employee in this position may be called upon to do any or all of the following essential duties: (These examples do not include all of the duties that the employee may be expected to perform.)

1. Receives and provides knowledgeable responses to citizen questions and concerns on a daily basis. Communicates with individuals in person over the counter, by answering the department's phone, by email, and in writing, in a clear and positive manner.
2. Performs clerical and administrative work associated with the supported departments' activities. Maintains and organizes routine hardcopy and digital correspondence, reports, notices, and records for the departments.
3. Updates and maintains departmental literature. Retrieves information on property files, contractor files, and other files. Maintains and organizes accurate departmental records, such as contact information, permit status, rental status, assessing updates, and other information.
4. Learns and stays current in the daily uses of electronic databases.
5. Maintains and updates departmental information on the City website.
6. Receives and processes applications for building, mechanical, electrical, plumbing, dumpster, and zoning permits, whether received across the counter, through the mail, or electronically. Determines and collects fees, via check, cash, and/or online payments, and issues receipts. Operates and balances cash register. Maintains electronic permit files. Forwards received permit applications to appropriate personnel.

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7. Administers the rental inspection program including owner notifications, inspection scheduling, staffing notification, and payments. Prepares findings from field staff inspections and tracks defects until corrected; types and electronically files rental inspection permit correspondence and issues rental certificates. Notifies department staff of properties with invalid rental status.
8. Performs various tasks related to purchase orders for payment to mechanical, electrical, and plumbing inspectors, for supervisor's approval. Prepares check requests for supervisor's approval.
9. Prepares monthly and annual reports of departmental collections, permits issued, rental inspections, state and federal agency reports, and other reports.
10. Using excellent customer service skills, establishes and maintains effective working relationships with other employees, permit holders, and all members of the general public.
11. Operates a variety of office equipment including computer, telephone, email, copy machines, and calculators.
12. Supports the department in developing and executing special projects, such as those related to adopting, updating, streamlining or otherwise improving department policies, processes or operations.
13. Performs related duties and other special projects as assigned.

**ESSENTIAL FUNCTIONS, QUALIFICATIONS AND KSA'S FOR EMPLOYMENT**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability (KSA's) required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Thorough knowledge of inspection department work practices and procedures, and City webpage resources.

Ability to recognize how applicants' circumstances and proposed actions may be regulated by state codes and City ordinances and direct applicants to the correct official, as appropriate.

Knowledge of modern office procedures and practices to perform counter service, document scanning and storage, email communication, online research and response, telephone communication, and other clerical duties.

Knowledge of business English and grammar necessary to provide effective written and verbal communication.

Skill in using office equipment such as a personal computer, printer, calculator, telephone, copier, scanner, and cash register.

Proficient in the use of basic computer programs, including Microsoft Word, Excel, Outlook, and governmental database management systems.

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Ability to work in a fast-paced environment.

Ability to exercise strong organizational skills.

Skill in performing arithmetic computations with accuracy.

Skill in filing, maintaining and retrieving information in electronic format and paper format.

Skill in maintaining effective working relationships with fellow employees, City officials, and the public.

Required education includes at least a high school diploma, or the equivalent.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to stand, talk, or hear, and use hands to finger, handle, or feel. The employee frequently is required to walk. The employee is occasionally required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific visual abilities required by this job include close vision and the ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

An employee in this position works in an office environment.

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