CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**Permit Clerk**	**UNION:1937**
		SG:106
CLASS TITLE:	**Office Assistant II**	**CS:E/P**
		FLSA:Y
DEPARTMENT:	**Planning and Community Development**	**EEO4CODE:AS**
	Building Services Division	

JOB SUMMARY:

Performs a wide variety of clerical duties such as receptionist, permit and rental registration processing, records management, data entry, word processing, customer service.

SUPERVISORY RELATIONSHIP:

Reports to the Permit Center Supervisor. Works independently under the guidance of departmental and City policies, procedures, ordinances, and codes.

ESSENTIAL FUNCTIONS OF THE JOB:

1. **PERMIT and RENTAL REGISTRATION PROCESSING**: Reviews and accepts permit applications, initiates permit cases in the permit tracking system, and processes "over-the-counter" permits. Issues permits to the public. Reviews and processes rental registrations, including updating registration tracking software and spreadsheets, mails compliance letters for unpaid registrations and tracks management / ownership changes on rental properties. Utilizes a variety of computer programs, including a permit tracking system, word processing, spreadsheet and database applications.

2. **RECORDS MANAGEMENT:** Maintains Division filing system. Assists staff and public with record, microfiche and electronic archiving retrieval and departmental public disclosure requests. Performs regular purge actions to close expired permits. Archives closed cases by computer data entry, prepares file documents, scans records, reviews archived documents for completeness, and updates records when changes are made.

3. **RECEPTION and CUSTOMER SERVICE:** Greets the public at the counter and on the telephone. Answers questions regarding the permit process, rental registration and safety inspection process and permit fees, refers technical inquiries to proper staff, department or agency. Schedules inspections, and pre-construction conferences. Provides explanation of Division policies and procedures, processes application materials, provides cashiering services.

4. **CLERICAL DUTIES:** Prepares routine correspondence, takes meeting notes, and processes travel and training requests for divisional staff. Assists staff with special and routine mailings, distributes the mail. Maintains mailing list database. Maintains inventory of office forms, brochures and code books, notifies supervisor when re-order is necessary. Updates the BSD library database and shelves new publications.

ADDITIONAL WORK PERFORMED:

1. Performs other related duties within the scope of the classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Standard office practices and procedures including ability to file alpha-numerically, indexing, cross reference methods, etc.
- Good working knowledge of standard office equipment operation, including desktop computers and standard office software applications.
- Purpose, practices, and policies of the Planning Department's Community Development Division, including the operational relationships between City departments, other governmental agencies and community groups and agencies.
- Knowledge of business English including reading, composition, punctuation, spelling, grammar and format. Legible handwriting.

Skill in:
- Good oral communication skills, interpersonal sensitivity, assertiveness and stress tolerance for dealing with the public.
- Strong customer service skills to work with a variety of citizens and personnel using tact, courtesy and good judgment.
- Strong computer skills including word processing, data entry/retrieval, spreadsheet applications.
- Good written communication skills to prepare minutes, correspondence and reports.

Ability to:
- Ability to work independently in carrying out position responsibilities.
- Ability to utilize a variety of computerized record keeping and word processing software.
- Ability to handle several tasks simultaneously and to plan and organize work to meet deadlines while maintaining accuracy and attention to detail in an environment of frequent interruptions.
- Ability to be flexible and adaptable.
- Ability to input data into computer terminal with speed and accuracy.
- Ability to add, subtract, multiply and divide with accuracy.
- Ability to follow written and oral instructions and organize work to meet deadlines.
- Ability to interact positively and efficiently with a diverse population.
- Ability to remember, develop and maintain an awareness of the work of the division, department and the City.
- Ability to read and apply City and department policies and procedures, filing and coding systems, and other written guidelines.
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- Ability to provide clear explanations on procedures and regulations relating to the City's building permit process and rental registration and safety inspection process and to deal with the general public and co-workers using courtesy, tact, judgment.
- Basic knowledge of building construction terminology.
- Ability and willingness to maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical abilities to perform required duties of the position Including:
    - lift 25-30 lbs. regularly, and up to 50lbs occasionally;
    - hearing acuity and verbal ability sufficient to communicate in person and using a telephone

- manual dexterity to operate a computer keyboard and standard office equipment; and,
- near distance visual perception sufficient to see a computer screen and typewritten page, operate standard office equipment and handle files and paperwork.

WORKING ENVIRONMENT:

Work is performed in a busy office environment at a computer workstation with long periods of sitting or standing and includes a normal range of noise. Work involves direct and continuous interaction with the public and other City employees on the telephone and in person Work is performed in a highly demanding atmosphere where interactions with irate/forceful customers may be routine and in an environment of frequent and numerous interruptions.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Two years clerical experience in a busy office environment, including public reception duties with extensive public contact.
- Typing speed of 45 wpm net.
- Experience utilizing a variety of computer software applications including data entry/retrieval, spreadsheets, word processing, files maintenance and records management.
- One year vocational office training preferred.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal convictions check and child and adult abuse records check.

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9/11/84

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