

**Position:** Building and Licensing Clerk      **Department:** Building Department  
**Supervisor:** Building Official/  
Permit Supervisor      **Classification:** Full-Time

**Purpose of Position**

The Building/Licensing Clerk is a front line customer service position that provides assistance to residents, contractors, and others seeking to do business with the Village and the Building Services Department. Primary duties include answering phone calls, assisting customers at the counter, accepting business licenses, contractors registrations and building permits, and processing payments in a fast paced environment. The ideal candidate for this position is a self-starter, quick learner, hard worker, and someone who is able to provide exceptional customer service.

**Essential Duties and Responsibilities**

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Greet and direct Village Hall customers, and route telephone calls. Answer questions and provide information to the public and applicants regarding requirements, regulations and procedures.
- Accept applications for business licenses, contractor registrations and building permits. Review applications for completeness and conformance with regulations and requirements.
- Process/route paperwork, and assist with maintenance of a comprehensive record keeping system for building permits, business licenses, contractor licenses and code enforcement issues. Process and issue some over the counter permits.
- Assist with the scheduling of building permit and code enforcement inspections, process paperwork, complete data entry, and perform other clerical support functions for Inspectors.
- Use Village GIS, County mapping systems and tax records to locate addresses and property ownership information.
- Process cash, check and credit transactions for permits and licenses.
- Process Freedom of Information (FOIA) requests.
- Assist with document retention program, ensuring proper paperwork, documentation and forms are complete, scanned and filed.

**Qualifications and Experience**

High School Diploma or equivalent. At least one to three (1-3) years of office and customer service experience.

**Additional Requirements**

- Knowledge of computers and related software (including Word, Excel, Access, Outlook, etc.).
- Ability to learn specialized Village Software Systems.

- Excellent oral and written communications skills, and knowledge of basic grammar, spelling and punctuation.
- Ability to interpret instructions furnished in written, oral, or schedule form.
- Ability to read blueprints, construction plans, plats of survey and related documents is a plus.
- Ability to prioritize and multitask in a detailed and accurate manner demonstrating strong organizational skills.
- Ability to interact tactfully and professionally with the general public and Village personnel.
- Ability to establish effective working relationships and use good judgment, initiative, and resourcefulness when dealing with customers.

### **Physical Requirements**

- Requires the ability to operate a variety of office equipment such as a computer, telephone, fax machine, calculator/adding machine, computer printer and photocopier.
- Requires the ability to coordinate eyes, hands, feet and limbs in performing movements requiring moderate skill, such as typing.
- Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects. Tasks may involve extended periods of time at a keyboard or workstation.
- The employee occasionally is required to stand, walk, reach with hands and arms and stoop or crouch.

### **Environmental Adaptability**

- Tasks are regularly performed in safe and comfortable surroundings without exposure to adverse environmental conditions.
- The employee is regularly in an office setting where the noise level is moderate.

### **Benefits**

The Village of Shorewood offers a competitive benefit package which includes health, dental and vision benefits, as well as a retirement plan through IMRF. The Village also offers paid holidays, vacation time and sick leave. Applicants will need to pass a background check as well as a pre-employment drug test and physical. The salary range for this position is \$49,200 – \$64,575 depending on experience and qualifications.

The Village of Shorewood is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Village will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

**Interested persons should complete an employment application and submit with a resume to Village of Shorewood:**

**Attention Mark Dudash, Building Official, One Towne Center Blvd. Shorewood, IL 60404, or via email to [mdudash@vil.shorewood.il.us](mailto:mdudash@vil.shorewood.il.us)**