



Naperville

EXTERNAL (2/15/22)

EMPLOYMENT OPPORTUNITY

Job Title: CUSTOMER SERVICE ASSISTANT - Building Permits

Closing Date: When filled

Starting Wage: \$19.50 - \$24.64 per hour, *commensurate with permitting/development experience.*

Job Type: Full-Time

Location: Naperville Municipal Center, 400 S. Eagle

Department: Transportation, Engineering and Development

Job Description:

**CUSTOMER SERVICE ASSISTANT - Building Permits
Transportation, Engineering and Development**

The City of Naperville currently seeks a full-time Customer Service Assistant for the Transportation, Engineering, and Development Business Group (T.E.D.). If you thrive in a busy, highly team-oriented environment, enjoy serving customers, and possess previous exposure to the building or construction industries, we'd love to consider you for this career opportunity.

The Customer Service Assistant is responsible for a variety of customer service, administrative, technical and clerical activities related to City development, planning & engineering services.

Responsibilities:

Specifically, this position will work in a high-performing, inter-dependent, six-person team that is together responsible for building permit intake, processing and release (on the front end), and the scheduling of building, electrical & plumbing inspections (on the back end). Reporting to the Permit Specialist, you will:

- Have direct contact with individual residents in person or via phone
- Provide answers, complete requests, and solve problems for residents or contractors
- Learn to properly handle & process various types of building permits, site development permits, right-of-way permits, etc.
- Be among the first to learn and use our new "Energov" e-permitting software system.

The Customer Service Assistant also provides responses to (and documentation for) inquires about the functions of the TED department. The Assistant maintains records, generates reports, processes payments, and performs research for the various teams within the TED Business Group.

Ours is a very busy, high-performance environment. There is very little "down-time." The Building Permits team processes over 5000 applications each year.

The hiring range for Customer Service Assistant is \$19.50 - \$24.64 per hour, commensurate with permitting/development experience. The full wage range extends to \$29.76/hr.

Qualifications:



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The abilities to provide outstanding personal customer service (in-person & via- email & phone) to City residents & their contractors, to builders, and to other City departments, and to handle a high volume of phone calls and emails is a must. To experience success in this position, one must positively respond to training & instruction from a supervisor, along with guidance from Customer Service Assistant co-workers. A 6-month introductory period is standard.

At a minimum, you must possess a high school diploma or equivalent, *plus* two or more years of work experience in permitting/construction/building, or in local government. Applicants should possess previous experience attending to a high volume of customer interactions (face-to-face, phone and email).

Better candidates will possess general knowledge of building construction and/or related building permits. ICC Permit Technician certification (or similar) is preferred, but not required.

At interview, successful candidates should be able to demonstrate excellent communication, time management and strong computer skills, plus the proven ability to maintain composure while interacting with customers in a fast-paced, multi-tasking environment.

Additional Information:

The City of Naperville is a dynamic community of 149,000 residents, conveniently located 28 miles west of Chicago. Various publications have named Naperville as one of the best cities in the United States in which to live. The City has gained national recognition for its family-friendly environment, excellent schools and library system, low crime rate, and vibrant downtown area. It's also a great place to work!

Our municipal government employs 950 dedicated individuals in a wide range of job categories. In return for your "*Great Service All the Time!*", we will provide you with training, a dynamic & collaborative working environment, a forward-looking leadership team, and a competitive benefits package.

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APPLY ON-LINE AT:

<http://www.naperville.il.us/careers/>

THE CITY OF NAPERVILLE IS AN E. O. E.

The City of Naperville complies with the Americans with Disabilities Act (ADA). Individuals needing accommodations in the recruitment process should notify Human Resources in advance at (630) 305-7066.