

Job Title: Permits Supervisor (Community Development Department)

Requisition ID 12209 - Posted 01/29/2021 - Community Development



VILLAGE OF SCHAUMBURG

PROGRESS THROUGH THOUGHTFUL PLANNING

VILLAGE OF SCHAUMBURG
Human Resources Department
101 Schaumburg Court
Schaumburg, IL 60193
<http://www.schaumburg.com/>

The Village of Schaumburg is a thriving community of 75,936 residents located 12 miles west of O'Hare International Airport and approximately 26 miles northwest of the City of Chicago. The community is the base of the second largest concentration of retail, office and commercial activity in the state of Illinois. Of special distinction, the village was recently named one of the "Top Ten Best Places to Live" by Money Magazine, is ranked No. 5 overall in WalletHub's "Best Illinois Cities for Jobs" and, for the fifth year in a row, received the Distinguished Budget Presentation Award from the Government Finance Officers Association (GFOA) for meeting the highest principles of governmental budgeting.

The village employs approximately 600 employees in a variety of departments within the organization, such as police, fire, public works, engineering, finance, human resources, cultural services, community development, information technology, and transportation. Our employees work to serve the residents and strive to make Schaumburg the best community it can be.

NOW ACCEPTING APPLICATIONS FOR THE POSITION OF:

Permits Supervisor (Community Development Department) with an online application deadline of 02/21/2021- **Interested candidates are encouraged to apply as soon as possible. Interviews will be conducted as applications are received.**

STARTING SALARY RANGE: \$55,405.00 - \$74,102.00 annually dependent on qualifications. The salary range for this position is \$55,405.00 - \$80,334.00

Please attach as part of your application all necessary documents verifying that you meet the minimum qualifications for the position.

JOB SUMMARY:

This position performs general oversight and coordination of the permit counter and permit and licensing issuance programs for the department, scheduling of Permit Clerks, trouble-shooting permit and license issuance problems, executing special projects relating to permitting/licensing processes and computer software processing, oversees timely fulfillment of Freedom of Information Act requests, administrative duties of a complex nature, and performs administrative functions in the department.

To succeed in this role, applicants will need to be motivated by success and work towards achieving higher results, look for ways and means to improve performance, clearly assign responsibilities setting clear objectives and measures, and find common ground and get cooperation. We are looking to add a team member who has the functional skills to do the job at a high level and is good at the planning and process behind coming up with ideas, turning them into successful action plans.

QUALIFICATIONS:

1. Associate Degree in general business or related field preferred.
2. A minimum of five years of experience in Customer Service, or in an administrative position with sound administrative work experience and responsibility. Considerable experience in office systems including excellent typing skills, electronic application systems and telephone systems.
3. A minimum of one year of supervisory experience coordinating a range of activities undertaken by others that involve directing, monitoring, and evaluating performance of staff.
4. Proficiency with current computer software systems, including email, calendar programs, job specific software, and customer service systems preferred or within the first six months of employment.

Knowledge of office practices and procedures. Demonstrates good skill in developing and maintaining interpersonal relationships. Considerable knowledge of municipal functions terminology. Demonstrate skills in dealing diplomatically with others. Considerable skills in spelling, punctuation, and grammar. Preferred knowledge of department or program policies. Ability to communicate effectively verbally and in writing.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

1. This position works in a typical office setting.
2. Prolonged periods of standing at the permit counter or prolonged periods of sitting and performing data entry.
3. Position works with the public almost continuously during the day and must demonstrate advanced level customer service skills, including the ability to listen effectively, handle a variety of customers, and remain calm under pressure.
4. Prolonged periods of concentration, proofreading, and extensive computer work.
5. Ability to cope with numerous interruptions.
6. Frequent transport of 20 pounds.

BENEFITS:

The Village of Schaumburg has a competitive benefit package which includes: flexible benefit Section 125 plan including health, dental, vision, and life insurance as well as medical and dependent care flexible spending accounts, a retirement plan through the Illinois Municipal Retirement Fund, paid holidays, paid vacation, sick leave, tuition reimbursement, and more.

SELECTION PROCESS:

Candidate screening process may consist of an application review, skills testing, employability assessment, interviews, reference checks, and other job-related testing or verifications. Chosen candidates will be subject to a background and criminal history investigation, and qualifying pre-employment medical examination and drug screen.

THE VILLAGE OF SCHAUMBURG IS AN EQUAL OPPORTUNITY EMPLOYER