



POSITION DESCRIPTION

Position Title: Development Services Coordinator
Reports to: Building & Permits Manager
FLSA Status: Non-Exempt
Status: Regular Full-Time
Grade: III
Hours of Work: Primarily regular dayshift office hours.

Statement of Duties

Coordinates the collection of fees associated with the building activity in the Development Services Department at the Village of Oswego. Assists in the administration of the standard operating policies and procedures of the Department and is responsible for performing a variety of routine and complex clerical and administrative work in keeping official records.

Supervision

Employee works under the general supervision of the Building and Permits Manager. Employee plans, prioritizes, and carries out the regular work in accordance with standard practices and previous training. The employee interprets instructions and/or adapts methods to resolve particular problems. Instructions for new assignments usually consist of statements of desired objectives, deadlines, and priorities. Technical and policy problems or changes in procedures are discussed with supervisor. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy, or other requirements.

Employee has access to confidential lawsuits and client records of the department.

Employee does not exercise any supervisory responsibilities over full-time employees. Employee may be directed by supervisor to provide direction and support to seasonal employees.

Job Environment

Work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determines actions to be taken within the

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limits of standard or accepted practices. Guidelines include a large body of policies, practices, and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions.

Work consists of the practical application of a variety of concepts, practices, and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact-finding techniques; or determining the methods to accomplish the work.

Errors could result in adverse public relations, a delay or loss of service, monetary loss, and/or legal repercussions.

The position has frequent contact with the public in person and on the phone. Other contacts are with other Village departments, local groups and organizations, and contractors to give or receive information and assistance. These contacts usually occur in person, in writing, via computer, and on the phone.

Position Functions

The essential functions or duties listed below are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.

Primary Essential Functions

1. Interprets, calculates and verifies the following items per Village ordinance and/or annexation agreements:
 - New residential building permit fees
 - Residential certificate of occupancy fees
 - Commercial building permit fees
 - Commercial build-out/addition/remodeling permit fees
 - Commercial permits (fire suppression, water sprinkler systems, etc.)
 - Accessory structure permit fees
 - Remodeling and addition permit fees
 - Inspection/re-inspection fees
 - Elevator inspection certificate fees
 - Sign permit fees
 - Contractor registration fees
 - Sale of printed material
 - Cash Bonds – Landscaping, Final Grade, Driveways, Sidewalks, Trees

2. Processes:
 - New residential building permit fees
 - Residential certificate of occupancy permit fees
 - Contractor registration fees
3. Oversees the entry of all transactions collected daily either by cash, check or credit card.
4. Updates Departmental residential permit tracking system.
5. Completes subdivision fee worksheet for all permits.
6. Completes fee sheet and water connection sheet for all permit fees.
7. Handles inquiries relating to fees.
8. Updates permit fees in permit tracking database.
9. Assists in processing of permits in accordance with Department operations.
10. Composes, types and edits a variety of correspondence, reports, memoranda and other material regarding judgment as to content, accuracy and completeness.
11. Provides monthly report to Oswego Township Assessor's office and Ledger Sentinel.
12. Sends certificate of occupancy and building application monthly report to Kendall County Assessor's office and Bristol Township.
13. Follows all safety regulations, policies and procedures. Reports all unsafe conditions and acts to supervisor. Reports all accidents to the supervisor immediately whenever possible, but no later than end of the employee's work shift. Follows recognized safe work practices.
14. Performs other duties as requested or assigned.

Secondary Essential Functions:

1. Performs routine clerical and administrative work in answering phones, receiving the public, providing customer assistance, data processing, and bookkeeping.
2. Answers in-coming calls and routes callers or provides information as required; operates base radio as required.
3. Receives the public and answers questions; responds to inquiries from employees, citizens and others and refers, when necessary, to appropriate persons.
4. Schedules inspections and enters inspection information into database for tracking status.
5. Inputs data to standard office and department forms; makes simple postings to accounts; compiles data for various reports.
6. Establishes and maintains filing systems, records, and documents using moderate independent judgment.
7. Schedules appointments and performs other administrative clerical duties.
8. Provides back up support and assistance to other clerical staff in office including contractor registration.
9. Creates Department forms, applications, instructions, etc. as needed.
10. Provides information to callers, directs callers, handles difficult customer service situations using conflict resolution techniques.

Recommended Minimum Qualifications

Physical and Mental Requirements

Employee works in a moderately loud office setting and is required to stand, walk, sit, talk, listen, and use hands while performing duties. Employee is occasionally required to deal with irate individuals. Occasionally, employee may be required to lift objects up to 10 lbs., and seldom lifts up to 30 lbs. Normal vision is required for this position. Equipment operated includes office machines and computers.

Education and Experience

A candidate for this position must have an associates degree or equivalent with three to five years of increasingly responsible related bookkeeping and general office experience, or any equivalent combination of related education and experience. A valid Illinois driver's license required.

Knowledge, Skills and Abilities

A candidate for this position should have knowledge of the following:

- Computers and electronic data processing
- Modern office practices and procedures
- Bookkeeping principles and practices
- Department operations, policies, and procedures

Skill in:

- Operation of tools and equipment used by the position
- Communication, customer service and organization
- Use of computer software programs and office applications (such as Word, Excel, Access)
- Mathematics

And ability to:

- Analyze and interpret annexation agreements
- Interact with residents in a highly effective, customer service-oriented manner
- Prioritize and perform multiple tasks in a detailed and accurate manner
- Prepare accurate reports and correspondence
- Interact tactfully with the public and co-workers