



JOB DESCRIPTION/JOB POSTING
AN EQUAL OPPORTUNITY EMPLOYER M/W/D

DEPARTMENT:	COMMUNITY DEVELOPMENT
DIVISION:	Building & Inspections Division
POSITION TITLE:	Permit Services Representative
PAY GRADE / RANGE:	A24 (A25 with certification) \$25-998-\$33.032/hourly
FLSA STATUS:	NON-EXEMPT
CIVIL SERVICE STATUS:	NON-EXEMPT
OPENING DATE:	October 4, 2021
CLOSING DATE:	October 18, 2021

NATURE OF WORK:

The Permit Services Representative is responsible for a wide variety of technical duties involved in accepting, processing and reviewing building permit applications, contractor registrations and certificates of occupancy. This position will assist and inform the residents and contractors of departmental procedures while providing a courteous customer experience. The Permit Services Representative must convey to the customer a sense of expertise in our services and capabilities.

ESSENTIAL FUNCTIONS (Specific assignments will include some or all of the following):

- Processes building permit and contractor registration applications.
- Ensures information provided is accurate, complete and in compliance with building and zoning regulations.
- Verifies licenses and insurances needed for contractor registrations.
- Records permit information into permitting software database (Civic Platform) and maintains electronic file of property information.
- Routes plans to appropriate staff for approval.
- Calculates fees and establishes online payment records.
- Communicates effectively with applicants when missing required information or applicants have inquiries about the status of a permit.
- Processes payments and refund requests as needed.
- Issues building permits for approved plans and certificates of occupancy for completed projects.
- Assists and responds to customers via telephone, email and in person in a prompt and courteous manner.
- Interpret and explain City policies and procedures related to the building permit process.
- Confers with staff to resolve procedural problems in tracing sources of error.
- Performs other duties as assigned or required.

MINIMUM REQUIREMENTS OF WORK:

- Must possess a high school diploma, GED, or higher and must possess four (4) or more years of progressively responsible experience within a clerical field.
- Must possess one (1) or more years of work experience with building permit processes, construction, or comparable experience.
- Must possess or have the ability to obtain the Permit Technician Certification as offered through the International Code Council (ICC) within 24 months employment and must maintain it as a condition of employment.
- Knowledge, skills and abilities in the following areas:
 - Proven verbal and written communication skills.
 - Strong interpersonal skills and the ability to deal effectively in a team environment and the ability to establish and maintain effective working relationships with diverse group of individuals including supervisors, co-workers, and the public.
 - Ability to add, subtract, multiply and divide all units of measure; to perform the four operations with like or common decimal fractions, in particularly related to the operations involving monetary units.
 - Familiarity with and working knowledge of Accela or other permitting software.
 - Ability to read aging report and other documents as relate to collections.
 - High level of proficiency in the use of personal computers and related software applications specifically; Microsoft Office Word, Excel, and Outlook.
 - Ability to read, understand and interpret manuals, ordinances, written policies and procedures, statutes, rules, regulations, memos, letters, reports, and legal documents, as well as the ability to read maps.

PHYSICAL REQUIREMENTS OF WORK/ENVIRONMENTAL CONDITIONS:

Mostly sedentary work occasionally exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. May involve walking or standing for brief periods of time.

The worker is subject to inside environmental conditions: protection from weather conditions but not necessarily from temperature changes. No environmental hazards indicated for this classification.

SUPERVISION:

Work is performed under the general direction of a manager or supervisor. Assignments may vary from day to day, however primarily routine. Assignments can be either verbal or written, with the employee determining proper procedure and work methods and is responsible for completing the work according to City work rules and safety regulations. Work is reviewed through ongoing observation, written and verbal communication, meetings and feedback from supervisors and other department employees. Guidance is provided through rules and regulations, policies and procedures, Unified Work Rules, Union Contract, Personnel Rules and OSHA. Work is evaluated at least annually for the safe and skilled utilization of equipment, quality of tasks, adherence to work rules, and performance in accordance with the classification standard.

PUBLIC CONTACT:

This person has regular and frequent contact with all levels of internal staff as well as contact with the public at large.

SELECTION METHOD

TYPE OF ELIGIBILITY LIST

LIFE OF ELIGIBILITY LIST

Interview

N/A

N/A

To apply for this position, please apply online at www.cityofevanston.org on or before the closing date.

Chosen candidates will be required to provide proof of licenses, certifications, and education required for this position. Candidates will also be subject to qualifying pre-employment processes, including medical examination, drug/alcohol screen, employment verification, and criminal background check.

The City of Evanston is an equal opportunity employer and ensures against discrimination in employment on the basis of a person's race, color, sex, age, religion, disability, national origin, ancestry, sexual orientation, marital status, parental status, military discharge status, source of income, housing status, or gender identity. The City of Evanston is also committed to accessibility for persons with disabilities. Any person needing mobility or communications access assistance should contact Human Resources at 847-448-8204 (voice) or 847-866-5095 (TTY).