

POSITION DESCRIPTION
TOWN OF ARGYLE, TEXAS

POSITION TITLE: Permit Clerk

DESCRIPTION DATE: September 2019

DEPARTMENT: Administration

REPORTS TO: Director of Community Development

FLSA: Nonexempt

*Job descriptions are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

The Town of Argyle does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services. The Town is an equal opportunity employer.

POSITION SUMMARY

Under general direction of the Community Development Director, the incumbent performs secretarial duties, administrative support, greets visitors, receives and processes building permits, and disseminates public information in support of the activities and operations of the Administration and Community Development Department. Position is highly visible involving constant contact with the general public. Contact may deal with sensitive and confidential issues or matters that are the subject of conflict and/or disagreement thus requiring considerable judgment and tactfulness.

ESSENTIAL COMPETENCIES

1. Demonstrates competencies related to the application of Argyle Core Values
2. Ability to read and write technical documents and official correspondence
3. Familiarity with secretarial duties and office practices, equipment and procedures to the level of being able to analyze and suggest improvement measures
4. Understands and displays above average communication skills in all types of citizen contact including citizens, customers, fellow employees and peers
5. Demonstrates good judgment in dispute resolution, problem solving and giving direction or instruction
6. Basic understanding of deposits and withdrawals and account balancing as required for petty cash management
7. Excellent organization skills in creating, managing and duplicating multiple documents as necessary for the function of the permitting process
8. Understanding of building permit and inspection processes, requirements, reporting and accountability
9. Ability to process and manage alarm permits, food establishment permits and gas well inspections
10. Computer skills necessary to operate word processing, spreadsheet, email, presentation, telephone and networking software programs

11. Type no less than 50 words per minute without error
12. Professional personal presentation including dress, demeanor and personal appearance
13. Excellent command of English language, grammar, punctuation and syntax
14. Demonstrate willingness and competency sufficient to assist supervisors with administrative tasks and reduce administrative work load
15. Provide basic assistance to the Senior Citizen Organization.
16. Possess the ability to learn basic municipal court and code enforcement functions to assist customers when the primary staff member is unavailable.
17. Perform any other duties assigned by the Town Manager or Community Development Director.
18. Regular and consistent attendance for the assigned work hours is essential.

REQUIRED QUALIFICATIONS

Education/Experience/Certificates/Licenses/Eligibility

1. High school diploma or equivalent required. Associates Degree or higher is preferred.
2. Possess a minimum of two (2) years of progressively responsible administrative support experience in municipal administration. Any equivalent combination of education and progressively responsible experience may substitute for required education.
3. Must possess or be able to acquire Notary Public registration
4. Knowledge of Municipal building permit processes.
5. Must possess valid Texas Drivers License and have a safe driving record.
6. Must be able to pass a background investigation

Interpersonal: Must demonstrate an attitude of service in all aspects of work. The position will be called upon by several supervisory level personnel to fill in and support a wide variety of administrative tasks, so it is imperative that the incumbent enjoy serving others and meeting people's needs. Must be comfortable and capable of dealing with the public as well as fellow employees, town staff and elected officials. The position requires a team player with a positive attitude even in difficult or emotional circumstances. Must possess exceptional communication skills (writing, speaking, and non-verbal). Must be comfortable performing redundant tasks while maintaining a professional and positive outlook and appearance.

Critical Thinking: Must be able to perform detailed secretarial research and reporting. Critical thinking skills include quick and accurate comprehension, problem solving and conflict resolution. Must be able to review raw data from multiple reports and effectively summarize and report results to supervisor. Must be able to prioritize multiple assignments. Must be able to analyze office processes and communication flow to maximize efficiency and citizen service.

Knowledge: Basic knowledge of secretarial level planning, organizing, coordinating and reporting are crucial. Must thoroughly understand MS Word and Office applications. Should possess a basic knowledge of municipal operations and governance. Must understand the building permit process, record keeping and reporting and be generally familiar with accessing building code related information which may be requested by the public. Should understand basic planning and zoning administrative information including accessing Codes and Ordinances, maps, forms and submittal requirements.

Physical: Must be physically and mentally fit to perform the listed duties in a normal office setting. Will from time to time be outdoors observing and participating in various outdoor activities. Must be willing to work additional hours to accomplish necessary tasks and must be punctual with outstanding attendance. Duties may require lifting boxes of computer paper weighing up to 35 pounds, reading a computer screen, and typing for long periods of time. Hours are generally from 8:00 a.m. to 5:00 p.m., Monday through Friday with periodic overtime as required.

CORE VALUES EXPECTATIONS

SERVICE

Secretarial and clerical duties by nature must be prepared to serve citizens, customers and fellow staff members in a wide range of administrative activities. The Permit Clerk position serves visitors to Town Hall with general direction and assistance as well as customers needing assistance with Building Permit related information and services. In addition, service is rendered in more direct ways to the Building Official and Community Development Director who relies heavily on this position to provide administrative support for the field and office activities surrounding permitting. Friendly, knowledgeable and helpful service and punctual attendance is a key expectation for this position. Key service indicators are; friendliness, knowledge, attitude, efficient use of time, reliability, flexibility and efficiency expressed particularly in follow-up and scheduling of building permit related requests.

INTEGRITY

The Permit Clerk displays the core value of integrity by providing professional, impartial assistance to all who come in contact with the position as well as the faithful and honest management of petty cash for the Town and building permit fees and receivables. As such, the person occupying this position must routinely display sound and honest judgment and follow strict operating procedures day in and day out and be prepared to present updated records reflecting all transactions at a moment's notice. Honesty, impartiality, faithfulness, duty and honor are the characteristics that reflect integrity and must be infused in all activities, programs and objectives of this administrative support position.

LEADERSHIP

The Permit Clerk provides leadership to the department and the entire organization through its contact with citizens, customers and Town personnel and the manner in which administrative duties are performed. Leadership is displayed through the initiation of tasks and recognition of needs that occur without prompting or direction from supervisory staff. In addition, because the position is crucial to the building permit process, it is seen as a critical point of information and direction by those seeking building permit related services and materials. Leadership requires the exercise of good judgment in providing timely and accurate information, usually in the absence of field personnel which are executing building permit related services. Leadership is exhibited in several performance indicators including; initiative, character, integrity, trustworthiness, reliability, judgment and efficiency.

TEAMWORK

The Permit Clerk like other administrative and secretarial positions in the Town is a facilitator for service delivery. Because the position must commonly work for and with multiple departments, it is critical that the incumbent be comfortable answering to what may seem like multiple supervisors in multiple capacities. It is intended that the incumbent learn the importance of teamwork and demonstrate the attributes of teamwork in a way that results in seeking and accepting added responsibilities and knowledge of the organization. In addition, learning teamwork and exhibiting teamwork skills is very important in establishing positive and healthy camaraderie and promotion of department and organization morale. Teamwork positive indicators include: works well in a team environment, unselfish service to others, humility, freely accepting additional duties and working in a manner that serves the needs of the entire organization rather than a single department or individual.

COMMUNICATION

Outstanding communication skills are paramount in the performance of the duties of Permit Clerk. In addition to very high expectations for accurate and timely direct communication for customers seeking building permit related services, the position provides office support for the Community Development Director in a number of general ways including excellent listening, speaking and writing, skills. The Permit Clerk must always be professional in appearance and display an attitude that demonstrates a willingness and openness to communicate accurate and timely information both internally to fellow employees and supervisory staff as well as externally to citizens and customers. Professional and consistent telephone etiquette is essential as is the ability to respond thoroughly and efficiently via email requests.

CONTINUOUS IMPROVEMENT

The acquisition of new skills and knowledge should be constantly evident in the performance of the duties of Permit Clerk. Pertinent training opportunities should be identified and brought to the attention of the Community Development Director in a way that illustrates a healthy balance of priorities and a desire to contribute more to the department as well as personal growth and development. Specific training which provides additional information and skills related to the Building Permit process and secretarial training related to improved efficiency of office software programs are preferred, but professional improvement opportunities for leadership and communication related training are also encouraged. All training opportunities should be attended in their entirety and accompanied by certificates of completion where applicable. Performance indicators accompanying this core value include; constant improvement in the performance of duties, initiative, evidence of completion and the display of new skills, the acquisition and display of increased knowledge as well as the maturation of management style and professional behavior.

PROFESSIONALISM

As with all positions employed by the Town, professionalism is to be displayed on and off duty and employees are to be conscious of their responsibility as representatives of the Town. The same elevated expectations for professional behavior accompany this position as any other administrative position in the organization. Knowledge of the building permit process expressed in terms of a grasp of standards, practices, rules, regulations and laws are critical and basic to demonstrating professional behavior and should be clearly evident in the performance of duties. Similarly, behavioral expectations are clear and understood to be set at the highest level possible with no margin

for error. Professionalism is expressed in performance via: knowledge, behavior, consistency, commitment, skills, attitude and passion for the work to be done.

STRATEGY FOCUS - DETAILED OBJECTIVES

Process

1. Performs basic secretarial duties such as filing, reporting, copying, and processing mail.
2. Above average organizational skills to maintain an organized permitting system.
3. Assists department heads and employees with routine administrative matters/details, such responding to requests or inquiries from the public and other departments, and coordinates and prepares for special projects and events.
4. Types (keyboard) 50 words per minute without error and demonstrates considerable time management skills and ability to prioritize tasks effectively and efficiently. Excellent command of computer equipment and software to maximize efficiency in document creation and preparation.
5. Displays a pleasant and distinct telephone voice, good verbal fluency and grammar, and a well-groomed professional appearance.

Financial

1. Receives money from various sources and the public, makes deposits and balances petty cash.
2. Arranges for and documents all Town building/code inspections
3. Maintains accurate and immediately accessible records of all financial transactions involving permits and/or petty cash.

Customer

1. Answers telephones with a professional and friendly attitude, takes messages, responds to email and assists citizens and customers with information and instructions
2. Communicates effectively with co-workers, customers, vendors, etc.
3. Processes Building Permits and COs under the direction of the Building Official and the Community Development Director.
4. Assists the public with questions and issues that may involve conflict that requires considerable judgment and tact in dealing with sensitive and confidential issues
5. Assists with the subdivision of land and zoning requests and submittals

Learning

1. Demonstrate excellent knowledge and application of English grammar, punctuation, syntax, spelling, and mathematical skills
2. Observes administrative processes related to building permit services and secretarial duties and makes suggestions/recommendations for improvement
3. Seeks and attends training opportunities designed to improve performance and skills

DISCLAIMERS

This job description is:

1. Intended to describe the general nature and level of work being performed by any employee assigned to this job title. It is not intended to be a complete list of all job duties, responsibilities, and/or behaviors of employees in this job. It is intended to describe the essential functions of

the position that a qualified individual must be able to perform, either with or without reasonable accommodation.

2. Not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under their supervision.
3. Not an employment agreement or contract. The Town of Argyle has the exclusive right to alter this job description at any time without notice as the needs of the employer and requirements of the job change.

A criminal history, driver's license check and drug test are required for employment.

In compliance with the Americans with Disabilities Act, the Town of Argyle will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

ACKNOWLEDGEMENT

As evidenced by my signature below, I have read my job description and have fully understood my duties and responsibilities related to my employment with the Town of Argyle. I also acknowledge that I am qualified to perform these duties and, with or without reasonable accommodation, can perform the essential functions of this position as described. Further, I understand that if, at any time, I am unclear as to what my job duties and responsibilities are, or what is expected of me, I will notify management immediately to interpret these duties and expectations.

Signature / Approval

Date: _____

Employee

Employee Printed Name

Department Head