

## **UTILITY / PERMIT CLERK**

### **Job Type**

Full-time

### **Salary**

\$14.00 – \$16.00 per hour

### **Benefits:**

Health insurance,  
Dental insurance,  
Vision insurance,  
Retirement plan,  
Paid time off,  
Professional development assistance

### **Job Description**

The utility/permit clerk is a highly responsible position with complex and detailed accounts receivable, billing, clerical, and administrative duties. This position will also be responsible for the permit and plan review activities, which include: accepting and processing permit applications, checking for completeness and compliance with applicable Local and State requirements; reviewing and issuing permits for miscellaneous construction projects, and special events. The utility/permit clerk will be required to provide excellent customer service to internal and external customers while performing billing and permitting functions. This position involves considerable contact with the public, city officials, and city staff; therefore, requiring professionalism, efficient service, and effective communication skills.

Job Functions:

- \*Provides customer service activities, which includes: greeting customers in a time manner, answering phones, responding to requests for information or service, and performing other related activities.
- \*Assist with opening and closing utility accounts for customers
- \*Provides accurate and efficient check, money order, and credit card receipts for utility bills.
- \*Process daily billing batches for water payments.
- \*Prepares and issues building, plumbing, mechanical and electrical permits.
- \*Performs clerical functions requiring discretion and specialized knowledge.

\*Arranges permit inspections and re-inspections.

\*Performs financial activities in support of department operations, which includes collecting building permit, development, and other miscellaneous fees. Must be able to communicate with property owner or developer regarding applicable fees due to the city.

\*Maintains a variety of records for the department related to permitting activities; prepares a variety of reports related to departmental activities.

\*Screens phone calls and take messages as needed.

\*Schedules reservations for City facilities and maintain calendar.

\*Assist with preparation of work orders for Public Works as needed.

\*Prepare and send legal notices for zoning, re-plats, and variances to local newspapers and notify owners for Planning and Zoning, and the Board of Adjustments.

\*Receive, process, and resolve inquiries and complaints which include coordinating with other City departments. Research Open Records requests in a timely manner.

\*Assists City Secretary as necessary.

#### Requirements

A. Experience in secretarial/administrative work.

B. Utility billing or Municipal Government setting is highly preferred.

C. Working Knowledge of clerical and modern office procedures and practices.

D. Ability to communicate orally with the general public both in person, by telephone, and through correspondence.

E. Must be able to read and interpret reports, records, Ordinances and Statues, organizational policies or regulations, Federal and State regulations.

F. High proficiency in composing, preparing, typing, filing, and distributing letters and correspondences.

G. Background in construction management or development planning is desired.

H. Working knowledge of the Texas Open Meetings Act or Texas Public Information Act or ability to obtain within ninety (90) days of employment.

I. Must be bi-lingual