NORTH BAY VILLAGE
EST. 1945

JOB TITLE: Building Department Clerk	**DEPARTMENT: Building Department**
ROLE & LEVEL: Non-Management	**REPORTS TO: Building Department Director**
GRADE: 6 (40 hours)	**FLSA STATUS: Non-Exempt**
Salary Range: 50k – 60k DOQ	**Entrance Salary – DOQ**
Resume & Cover Letter accepted via email / PDF format to: Jrosado@nbvillage.com	**Open until filled**

WORK OBJECTIVE:
The Building Department Clerk serves as the primary customer service representative for the Building Department and is responsible for providing administrative and clerical support to departmental staff, contractors, residents, business owners, and visitors. This position performs front desk reception duties, maintains records, and serves as a front desk point of contact for the public. The position requires excellent customer service skills, attention to detail, and the ability to effectively communicate with the public while supporting the department's operational needs.

EXAMPLES OF ESSENTIAL FUNCTIONS:
The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Customer Service & Front Desk Operations:

- Serve as the first point of contact for residents, contractors, developers, business owners, and visitors.
- Greet and assist customers at the front counter, via telephone, and through electronic communications.
- Respond to inquiries regarding permits, inspections, building requirements, fees, applications, and departmental procedures.
- Direct customers to appropriate staff, departments, or outside agencies as needed.
- Provide exceptional customer service while maintaining professionalism and courtesy in all interactions.
- Assist customers with completing applications, forms, and related documentation.
- Work with customers on payment arrangements, bill adjustments and various other customer service issues.
- Address customer concerns and complaints and elevate issues to supervisory staff when appropriate.

- Provide clerical and administrative support to the Building Official, inspectors, plans reviewers, and other department staff.
- Coordinate meetings, training sessions, and departmental communications as assigned.
- Maintain office supplies and assist with procurement requests.
- Assist with special projects and departmental initiatives.
- Troubleshoots administrative issues and resolves customer inquiries in an accurate and timely manner.
- Performs other duties as required or as assigned.

Building Department Support:

- Receive, review, and process building permit applications and related documents for completeness.
- Enter permit information and maintain records within the department's permitting software system.
- Collect permit fees and other departmental payments, issue receipts, and maintain accurate payment records.
- Prepare, organize, scan, file, and retrieve departmental records and documents.
- Assist with permit issuance and permit status updates.
- Coordinate the distribution of approved permits, plans, and related documentation.
- Maintain digital and physical filing systems in accordance with records retention requirements.
- Schedule, modify, and cancel inspections at the request of contractors, residents, and departmental staff.
- Communicate inspection schedules and results to customers and staff.
- Monitor inspection requests and ensure accurate entry into the permitting system.
- Performs other duties as required or as assigned.

Supervision:

- None

MINIMUM QUALIFICATIONS:

- High School Diploma or GED required.
- Minimum of two (2) years of clerical, administrative support, customer service, or related experience.
- Experience working in a fast-paced office environment with direct public interaction.

PREFERRED QUALIFICATIONS:

- Associate degree in Business Administration, Public Administration, or related field preferred.

- Previous experience within a municipal building department, permitting office, planning department, or related government agency.
- Experience using permitting or records management software.
- Cash handling and payment processing experience.
- Bilingual (English/Spanish) preferred.

In addition to meeting the minimum qualifications listed above, an individual must be able to perform each of the established essential functions to perform this job successfully.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of general office administration practices and procedures.
- Knowledge of customer service principles and techniques.
- Ability to communicate effectively both verbally and in writing.
- Ability to maintain professionalism while interacting with the public under stressful or challenging circumstances.
- Ability to handle sensitive and confidential information appropriately.
- Strong attention to detail and organizational skills.
- Ability to prioritize tasks and manage multiple assignments simultaneously.
- Proficient in Microsoft Office Suite, including Outlook, Word, Excel, and Teams.
- Ability to accurately enter and maintain data in computerized systems.
- Ability to establish and maintain effective and cooperative working relationships with employees, contractors, residents, and the public.
- Ability to interpret and explain departmental policies, procedures, and processes.
- Ability to regularly attend work and arrive punctually for designated work schedules.
- Ability to pass the required background check and drug screening.

PHYSICAL REQUIREMENTS:

Depending on functional area of assignment, tasks involve the ability to exert light physical effort usually involving some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). May involve some climbing, balancing, stooping, kneeling, crouching, crawling, walking or standing. Tasks may involve extended periods of time at a keyboard or workstation and extended periods of time standing and/or walking.

ENVIRONMENTAL REQUIREMENTS:

Tasks are regularly performed inside an office environment.

SENSORY REQUIREMENTS:

Tasks require sound and visual perception and discrimination. Tasks require oral communications ability.



The Village is an Equal Opportunity Employer