

JOB DESCRIPTION

Job Title: Utility Billing & Permitting Coordinator

Classification: Non-Exempt

Job Summary:

The Utility Billing & Permitting Coordinator, under the supervision of the City along with the Public Works Director, performs various technical, clerical, and public-facing tasks related to issuing and processing building permits and utility billing. This position is crucial in ensuring that department procedures align with City ordinances. The Utility Billing & Permitting Coordinator will handle public inquiries, collect fees, maintain records, and provide general administrative support to the Utility Billing, Public Works, and Building Department.

Essential Job Functions:

Customer Service and Information Provision:

- Provide accurate and comprehensive information to the public regarding utility billing, work orders, meter readings, permits, inspections, fees, building codes, and City regulations and procedures.
- Assist customers in person and over the phone, addressing their inquiries and concerns professionally, courteously, and providing consistent information to the public.

Permit Processing and Record Keeping:

- Process and maintain records for various development-related permits and inspection activities.
- Administers permits and contractor registrations, ensuring appropriate fees are charged, collected, and accurately recorded.
- Maintain organized logs and files related to permits, fees, inspection schedules, and compliance documents.
- Review forms and materials for compliance and completeness.
- Perform month end reports

Compliance and Liaison Duties:

- Ensure adherence to municipal ordinances and codes related to the permit process and building requirements.
- Act as a liaison between the Building Department, contractors, and the general public.
- Assist staff and the public in obtaining necessary releases and certificates.

Administrative Support:

- Assist with routine processes for permit approvals, compliance reviews, and utility payments.
- Organize and maintain electronic, paper files, and records. Utilizing software required and following records retention guidelines.
- Prepare status reports as required by the City.

Knowledge, Skills, & Abilities:

- Thorough understanding of municipal ordinances and codes pertaining to the permit process and building regulations.
- Proficiency in using Microsoft Office Suite, including Word, Excel, PowerPoint, and Outlook.
- Accurate data entry skills.
- Excellent oral and written communication skills with the ability to establish and maintain positive relationships with coworkers and the public.
- Effective and tactful communication abilities.

Education & Experience:

- High School Diploma or GED.
- Two (2) years of experience in construction permit, plan review, utility billing, or an equivalent combination of education and experience.
- **Preferred:** Experience in cash handling and municipal government.

Requirements, Licenses, & Certifications:

- Must possess an International Code Council (ICC) Permit Technician Certificate or obtain certification within the first 180 days of employment.