



## **DEPARTMENT OF HUMAN RESOURCES**

City Hall | 340 North Washington Avenue | Scranton, PA 18503 | 570.348.4246

### **ADMINISTRATIVE ASSISTANT – PERMIT CLERK**

#### **Department of Licensing, Inspections and Permits**

#### **GENERAL DESCRIPTION**

This position is responsible for the organization of all permits that come into the Department of Licensing, Inspections, and Permits.

#### **DUTIES AND RESPONSIBILITIES**

- Responsible for processing building, electrical, plumbing and sign permits.
- Disseminate and process all licensing to the public, to include contactors licenses, dog licenses, dumpster permits, scrapyard licenses, sanitation haulers, etc.
- Perform duties in an efficient, professional and courteous manner when dealing with public complaints.
- Establish and maintain effective working relationships with co-workers, supervisors and the general public.
- Dispatch inspectors out to complaints.
- Communicate and provide information by relevant methods internally and externally assist and enable organizational operations and effective services to connecting groups.
- Manage, organize and update relevant data using database applications.
- Respond to complaints from the public and inform property owners of the issues.
- Assist at the counter with permit applications, condemnation policies, and new business information.
- Answer phones and respond to questions.
- Process payment from customers and input funds into the cash register.
- Fill in for employees within the department in the event of absence.
- Report on-call for work as requested by the Department and/or Deputy Director.
- Other related, necessary duties as required by the Department Director/Supervisor.

#### **REQUIRED TRAINING, EXPERIENCE, KNOWLEDGES, SKILLS AND ABILITIES**

Ability to learn applicable procedural guidelines related to permits, codes, ordinances and regulations.

Excellent communication skills.

Computer skills in Microsoft Office Suite.

Ability to accurately deal with difficult situations.

High School graduate or equivalency.