



JOB ANNOUNCEMENT
CITY OF TROY, AL
INTERNAL/EXTERNAL



CLASSIFICATION TITLE: BUILDING DEPARTMENT CLERK/REVENUE OFFICER

FLSA DESIGNATION: NON-EXEMPT, CLASSIFIED

OPENING DATE: April 26, 2017

CLOSING DATE: May 05, 2017

PAY RATE: SKILL LEVEL 9

SUMMARY DESCRIPTION:

Under administrative direction, provides data administration, acts as the initial point of contact for the permitting processes, administers and conducts initial review of each permit application, accepts payments and issues permits upon approval, schedules inspections, ensures that all businesses under municipal jurisdiction operate with appropriate and valid licenses, evaluates and classifies businesses in accordance with city/state codes and ordinances, analyzes and reviews city/state revenue codes, issues licenses, collects various city taxes, and enforces city revenue ordinances. Provides administrative and scheduling support for the Building Department. Provides information to and works with the public to enlighten and educate and resolve problems. Performs other duties as needed or directed.

REPRESENTATIVE DUTIES:

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- **Permitting Duties (Under the Direction of the Building Official)**
 - Serves as the initial point of contact for permitting processes related to all city permits and provides information to ensure a complete application.
 - Improves clarity and productivity for the applicant by guiding the applicant throughout the permitting review process to the appropriate departments for comments and approvals.
 - Responsible for intake and processing of permit applications, including completeness in initial review of the application and application checklist.
 - Checks all permit submittals to ensure that all necessary documentation has been received in order that both the applicant and reviewers are meeting all necessary deadlines to keep the review on track.
 - Tracks and records each permit application throughout the review process, including clearly communicating to the applicant.
 - Works with developers, engineers, surveyors, contractors, architects, and property or business owners to successfully understand and comply with all permit application requirements.
 - Manages, monitors, and updates all permit related software; learns, maintains, and inputs data into Incode and qAlert software, in relation to duties; learns and uses Virtual Pike County.
 - Refers code questions to Building Official and/or Building Inspectors.
 - Accepts payment for and issues all permits, included but not limited to, building, electrical, HVAC, and plumbing permits, upon approval.
 - Verifies that contractors and business applicants have a valid City Business License and that contractors are state licensed, if applicable.
 - Maintains a running list of all permits issued for each month and prepares permit reports for City's

website, members of the public, various departments, and the Building Official.

- Responsible for the administration of outdoor event request applications, including but not limited to, checking for completeness in initial review of the application, coordinating with other departments for approval, and communicating with the applicant.
 - Maintains filing system, purges files and performs file searches when needed.
 - Works cooperatively with various departments as needed to complete the permitting process.
 - Coordinates with contractors, applicants, and inspectors to schedule daily inspections.
 - Processes reports for inspections; schedules final inspections; issues Certificates of Occupancy, upon approval by the Building Official.
 - Responsible for maintaining the archives and digital files of permits, plans, certificates of occupancy, including digitally filing documents prior to 2010 and the current permitting system.
- Licensing and Tax Duties (Under the Direction of the City Clerk)
 - Maintains confidentiality of all financial and other restricted information relating to business license and tax accounts.
 - Serves as the point of contact for processes related to all City business licenses, tobacco stamps, fuel taxes, and lodging taxes and provides information to ensure a complete and accurate application and assessment.
 - Provides information, instruction, and assistance to the public in person or by telephone; responds to tax/license questions and complaints; provides information, researches problems, and initiates problem resolution; assists irate customers.
 - Explains business license process to customers; assists customers in completion of business license applications; instructs public on use and computation of applicable tax forms; calculates business license fees; refers to city revenue code to determine proper license classification schedule for each business; issues business licenses.
 - Reviews information and conducts investigations of businesses for compliance with revenue ordinances; determines type of license required and computes applicable fees; exercises independent judgment in methods used and responses to delinquent taxpayers; receipts fuel and lodging taxes; inventories and issues tobacco stamps.
 - Communicates with taxpayers, public officials, and other city departments to explain revenue procedures, answer questions/complaints, or resolve problems; communicates the purpose and intent of city business license ordinances to the public; responds to complaints and investigates possible violations of city business license ordinances; pursues investigations of questionable business activities; prepares/presents brief informative lectures at various public meetings.
 - Investigates businesses for compliance with revenue codes and ordinances; monitors newspapers and other sources of information to identify unlicensed businesses; compares Alabama Department of Revenue reports to ensure all businesses are licensed and reporting all applicable tax liabilities to the city; checks other applicable tax sites; inspects permanent/transient business locations to determine if they have proper licenses, are properly classified, and are reporting all applicable tax liabilities to the city; investigates special events and any activity that may require a city license or the collection of taxes.
 - Interviews applicants to determine the nature of their business and activities; explains licensing procedures and requirements; coordinates with the Planning, Building, Fire, and other applicable departments on the business registration form and applicable regulation enforcement; issues business licenses.
 - Analyzes and examines business records to determine tax/license liability.
 - Verifies that contractors and business applicants have a valid City Business License before any permit is issued.
 - Verifies State Board Licenses are valid and current before the issuance of any City of Troy business license, if applicable.
 - Issues citations/final notices for businesses operating without a license or with improper licenses.
 - Pursues collection of all delinquent taxes, penalties, and other revenue generated by city business license ordinances and codes; collects delinquent taxes, correspondence, issuance of notices, and/or coordination

with City Police department for issuance of warrants and/or citations; develops delinquent lists and, lodging or fuel taxes, or assessments; performs follow-up inspections on licenses not purchased within the allotted time.

- Prepares or completes various forms, reports, correspondence, billing statements, delinquent reports, late tax notices, license notices, complaints/depositions, tax forms, final notices, or other documents.
 - Learns, maintains, and updates Incode software, in relation to duties; performs data entry; processes payments in Incode; scans all applicable applications, files, and documents into Incode for each license and/or tax transaction.
 - Receives various forms, reports, correspondence, delinquent license/tax reports, license affidavits, bond forms, contractor sub sheets, alcoholic beverage applications, newspapers, publications, legislative updates, codes, journals, periodicals, maps, manuals, directories, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.
 - Communicates with supervisor, employees, other departments, city officials, taxpayers, business owners, accountants, lawyers, taxing authorities, local/state/federal agencies, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.
 - Maintains a comprehensive, current knowledge of applicable laws/regulations and city/state revenue, tax and license codes; reads professional literature; maintains professional affiliations, such as the Alabama Municipal Revenue Officers; attends workshops and training sessions as appropriate.
 - Performs other duties, as needed.
- Administrative Duties (Under the Direction of the Building Official)
 - Assists Building Official, Building Inspectors or Traffic Official, when needed
 - Serves as the primary administrative assistant to the Building Official in carrying out the responsibilities of the department.
 - Answers, screens, and routes telephone calls; assists walk-in customers; greets and responds to inquiries, problems and complaints from the public and forwards to other staff members; provides information to the public regarding department operations and services; receipts and distributes departmental mail.
 - Schedules meetings and inspections; records date, time, and location; ensures all involved parties are notified in a timely manner; composes correspondence such as letters, memos, emails, notices, and reports.
 - Monitors and processes office supplies, office equipment, and departmental forms to ensure adequate inventory; compiles, types, and issue purchase requisitions; forwards completed requisitions for approval and processing; schedules and coordinates service on office equipment on a regular basis to maintain optimum operation of equipment.
 - Assists with the preparation of annual budget; monitors department accounts and assures compliance with budget; posts purchase orders to proper accounts.
 - Learns, maintains, inserts, updates, and closes qAlert service orders, in relation to duties and the department.
 - Assists with the scheduling of maintenance staff.
 - Maintains departmental personnel files, records and monitors employee leave; prepares and submits payroll.
 - Acts as the permitting clerk; assists with the issuance of permits in the financial system, to include but is not limited to, data entry, cashier responsibilities, coordination with inspectors, and reporting.
 - Processes cash and credit/debit receivables; accepts payments over the counter and over the telephone; receives, processes and posts customer payments from mail and night drop via computer software.
 - Performs reconciliation duties; tabulates and balances cash, checks & credit card with computer accounting software; ensures deposits with ETS payments are updated before closing.
 - Maintains filing system, purges files and performs file searches when needed.
 - Recommends policies and procedures that guide and support the provision of quality services by the department.
 - Incorporates continuous quality improvement principles in day to day activities.
 - Must accomplish the essential functions of the job, with or without reasonable accommodations, in a

timely manner.

- Must meet regular attendance requirements.
- Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.
- Consults with supervisors, department heads, Mayor, council members, staff, engineers, inspectors, architects, developers, and agency officials to review departmental operations, discuss problems, revise plans, coordinate activities, provide technical expertise, and receive advice/direction.
- Communicates via telephone and/or two-way radio; provides information; takes and relays messages; responds to requests for service.
- Receives various forms, reports, correspondence, delinquent license/tax reports, license affidavits, bond forms, contractor sub sheets, alcoholic beverage applications, newspapers, publications, legislative updates, codes, journals, periodicals, maps, manuals, directories, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.
- Communicates with supervisor, employees, other departments, city officials, taxpayers, business owners, accountants, lawyers, taxing authorities, local/state/federal agencies, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.
- Maintains a comprehensive, current knowledge and awareness of applicable laws/regulations; attends training courses, seminars, and workshops.
- Performs other related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

- Knowledge of customer service techniques, practices, and principles.
- Knowledge of principles and practices of basic accounting.
- Knowledge of methods and techniques of cash handling.
- Knowledge of modern office procedures, methods and equipment including computers.
- Knowledge of computer applications such as word processing, spreadsheets, and databases.
- Knowledge of principles and procedures of report preparation, financial record keeping and reporting.
- Skill in oral communication to include listening to others, being clear and concise as needed to convey information to the public sector and to respond to inquiries.
- Skill in written communication to include the use of standard English grammar, punctuation and spelling as needed to compose letters, memos, forms and document inspection activities.
- Ability to interpret and apply codes, ordinances, laws, rules, regulations and policies.
- Ability to investigate issues and other complaints in a timely and tactful manner.
- Ability to establish effective working relations with businesses, contractors and the public.
- Ability to manage stressful situations.
- Ability to testify on behalf of the City in court cases involving violations of City's ordinances.
- Ability to take the initiative and to work independently with little supervision to include scheduling work, motivating oneself, managing time effectively, and determining when tasks require the intervention of others as needed to meet deadlines.
- Ability to make practical, useful decisions under stress and in a timely manner.
- Ability to handle multiple tasks simultaneously to include being able to be interrupted and return to the task immediately and prioritizing as needed to provide information to others, juggle job responsibilities and to ensure that all tasks are completed.
- Ability to handle a diverse set of customer comments, inquiries and complaints in a polite and professional manner.
- Ability to deal with a variety of interpersonal styles and personalities in an appropriate and diplomatic manner.
- Ability to perform a variety of basic accounting duties.
- Ability to accurately count, record and balance assigned transactions.
- Ability to keep organized, current and accurate records, and work with detailed information for sustained

periods of time.

- Ability to accurately perform mathematical calculations involving addition, subtraction, multiplication, division, fractions, decimals and percentages.
- Ability to adapt to changing technologies and learn functionality of new equipment and systems.
- Ability to operate office equipment including cash drawer, 10-key calculator, computers and supporting word processing and spreadsheet applications.
- Ability to perform typing, filing and other clerical duties at a speed necessary for successful job performance.
- Ability to understand and follow oral and written instructions.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.
- Physical ability to climb stairs and outside ladders.
- Physical ability to walk 1/8 mile.
- Physical ability to stand, walk or bend for extended periods.

MINIMUM QUALIFICATIONS

- High school diploma or GED required.
- Bachelor's degree in a discipline related to public administration, business administration, economics, finance, public relations, planning, or closely-related field is preferred.
- Five (5) years' experience in office administration, project coordination, accounting, or secretarial support.
- Must hold certification as a Certified Municipal Revenue Officer or obtain certification within two years of employment.
- Must be willing to complete off-site Continuing Education Courses per year.
- Must hold a valid Alabama Motor Vehicles Operator's License and have a good driving record.
- Must pass a drug screen and physical.
- Must have basic computer skills and type a minimum of 20 wpm.

MINIMUM REQUIREMENTS TO PERFORM ESSENTIAL FUNCTIONS:

The following requirements are normal for this classification. specific requirements may not apply to all positions within this classification, but are determined by the normal requirements for the particular position.

Essential Physical Abilities
Work is primarily performed in an office setting, with exposure to computer screens.
Supervisory Control
The Building Official or City Clerk, per area of assignment, assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.
Guidelines
Guidelines include City of Troy Personnel Policies and Procedures, benefits policies and procedures, the Risk Management Manual, and the City of Troy Core Values. These guidelines are generally clear and specific, but may require some interpretation in application.
Complexity
The work consists of permitting, licensing, taxation, and administrative related duties. The large number of policies, procedures, laws and regulations to be followed as well as multiple departments and state regulations contributes to the complexity of this position.
Scope & Effect
The purpose of this position is to provide customer service to the general public, process

permitting, perform licensing and taxation duties, and to act under the supervision of the Building Official or City Clerk, per area of assignment. Success in this position results in greater effectiveness of the City of Troy processes and services.
Personal Contacts
Contacts are typically with employees, co-workers, city departments, support agencies, contractors, businesses, and members of the general public.
Intelligence
Requires the ability to learn and understand relatively complex legal, permitting, licensing, and taxation principles and techniques, to understand departmental policies and procedures, to make independent judgments in absence of supervision, and to acquire and be able to expound on knowledge of topics related to primary occupation.
Work Environment
The work is typically performed in an office setting.
Supervision Exercised
Typically none.

NOTE:

Statements included in this description are intended to be representative of the duties and responsibilities of this job and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included. This job may also require meetings outside of normal business hours or work on weekends and evenings. Required traveling by auto for training or job assessments.

Successful applicant is required to pass physical examination and drug test, and have a valid Alabama Drivers' License. Position subject to satisfactory background check.

IF YOU BELIEVE THAT YOU ARE QUALIFIED FOR THIS POSITION AND WOULD LIKE TO COMPLETE AN APPLICATION, BLANK APPLICATIONS ARE AVAILABLE FROM:

**ALABAMA STATE EMPLOYMENT SERVICE/CAREER CENTER FOR EXTERNAL
OR HUMAN RESOURCES AT CITY OF TROY FOR INTERNAL APPLICANTS**

RESUMES WILL NOT SUBSTITUTE FOR AN APPLICATION. APPLICATIONS WILL REMAIN ON FILE 6 MONTHS FROM CLOSING DATE.

The City of Troy is an Equal Opportunity Employer.