

**Clerk III**  
**Department of Planning and Codes/**  
**Bureau of Codes and Inspections**

**Class Title:** Clerk III - Department of Planning and Codes/Bureau of Codes and Inspections

**FLSA Status:** This is a non-exempt position.

**Class Definition:** Working under the direct supervision of the Chief Codes Administrator, the Assistant Codes Administrator, and the general direction of the Director of the Department of Planning and Codes, the incumbent performs responsible, difficult, and complex clerical and administrative work involving the exercise of independent judgment; carries out general clerical and administrative duties; monitors the work of others as becomes necessary; and performs related work as required by the Bureau of Codes and Inspections and the department director.

**Distinguishing Features of Work:** Typing and/or word processing may vary in amount from full time to a small but necessary part of the work and the materials prepared may be of any variety, with respect to subject matter or format, but the difficulty and responsibility of other clerical work performed is controlled in allocation to this class. Work usually involves application of individual initiative and judgment with review or assistance only upon request in exceptional cases. Work frequently involves full, immediate responsibility for carrying through entire procedure of considerable importance in departmental operations. Work is usually performed independently, but a supervisor is generally available for advice in unusual or difficult problems. A person in this position interacts frequently with members of the general public.

**Examples of Work:** (Note: The following examples of work are only illustrative of the kind of work to be performed by persons of this class and are not intended to be all-inclusive or exclusive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position). This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Provides a variety of codes enforcement and building related information to the public and governmental agencies. Performs a variety of routine, confidential clerical and administrative work such as data processing and bookkeeping. Answers phones, provides relevant information as necessary, determines nature and urgency of calls, and helps to coordinate appropriate responses. Responds to email and website inquiries. Maintains filing systems, schedules appointments, prepares purchase orders, and cashiers. Operates listed office machines and equipment as required. Acts as custodian of departmental documents and records. Maintains inventories and orders departmental supplies and materials. Composes, types and edits a variety of correspondence, reports, and other materials requiring judgment as to content, accuracy, and completeness.

Receives and processes complaints concerning properties. Assists in the resolution of complex and sensitive customer service issues, either personally, by telephone or in writing. Assigns case numbers to incidents and maintains report files. Communicates and coordinates with personnel, both in the office and in the field. Interacts routinely with the public, in person or otherwise, and exercises a high level of customer service and assistance; responds to inquiries and refers as necessary, to the appropriate personnel.

Provides guidance in the completion of permit applications and forms and other necessary information to applicants. Prepares and maintains accurate records of the permit process, including permit issuance and

inspections; and compiles a variety of data on permitting activity. Coordinates the permitting process with building officials, inspectors, planners, engineers, fire inspectors and other bureau and department staff members. Assures that policies and procedures are followed in all aspects of the permit application process. Receives, stamps, and processes forms and submissions to the Bureau in a timely manner. Maintains logs and records; processes and issues licenses and technical and non-technical permits within scope of authority and responsibility assigned; and processes documents for placement of liens.

Processes payments for zoning, rental and buyers. Schedules field inspections and maintains an inspection activity log. Schedules and/or attends meetings, posts notices, corresponds with applicants, distributes materials, and records minutes as required. Coordinates activities between multiple City bureaus, departments and governing authorities. Occasionally assists in zoning activities. Occasionally perates a vehicle to run errands.

**Tools and Equipment Used:** Personal and/or networked computer, including word processing and specialized software, two way radio, cellular phone and in-house telephone system, typewriter, calculator, binding equipment; and fax machine, printers, scanners, and copy machines.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear; use hands to finger, handle or operate objects, or controls. The employee is occasionally required to stand and walk; reach with hands and arms; climb or balance; stoop, kneel, or crouch.

The employee must occasionally lift and/or move more than 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee will almost always work indoors but will occasionally be required to perform duties in the field.

The noise level in the work environment is usually quiet to moderately noisy.

**Necessary Knowledge, Skills, and Abilities:** Extensive knowledge of departmental programs, policies, and operations as applied to the work. Working knowledge of zoning, building administration, code enforcement principles, procedures, and techniques. Basic knowledge of Uniform Building and Housing Codes and general land use development. Proficiency in the use of manual and computerized record-keeping and data management systems, including inspection and data tracking. Ability to use a personal and/or networked computer efficiently; proficiency in the use of software packages such as Microsoft Office (Word, Excel, and Outlook) and other applicable specialized software programs, databases, and peripheral equipment. Ability to read and understand simple plans and blueprints. Ability to work under stressful conditions and with frequent interruptions. Proficiency in the operation of listed tools and equipment. Must be able to read and write the English language and have the ability to communicate effectively orally and in writing. Ability to learn the applicable regulations, procedures and policies for housing, zoning, codes, and ordinances, at the city, county, state and federal levels. Ability to learn the applicable federal, state, county, and city policies, regulations, reporting requirements and procedures.

Ability to establish and maintain effective working relationships with subordinates, peers and supervisors, as well as with contractors, developers, architects, engineers, property owners, and the general public, both in person, over the telephone and other forms of communication. Ability to understand and follow oral and written instructions. Ability to work with angry or difficult customers. Ability to learn the City's geography. Ability to maintain clerical records of some complexity and to prepare reports from such records.

**Qualifications Required for Appointment:** Graduation from a high school or GED equivalent. Two years of general office, communications, accounting and bookkeeping, or records management; related experience, or any equivalent combination of related education and experience. No felony convictions or disqualifying criminal histories within the past seven years. Experience in progressively difficult administrative work. Must possess, or be able to obtain by time of hire, a valid Pennsylvania driver's license.

**Work Schedule:** Per established departmental policy

*Revised 9/30/11*