



CITY OF JOLIET POSITION DESCRIPTION

TITLE: Permit Clerk

JOB CODE: 1577

DEP/DIV: Public Works / Engineering

ESTABLISHED: 04/16/2026

REPORTS TO: Deputy Director - Public Works / Engineering

FLSA STATUS: Exempt

EMPLOYEE STATUS: Permanent/Full-time

LOCATION: City Hall

SALARY/GRADE: \$47,500 – 77,727

Classification 10/ Group IV

GENERAL PURPOSE

This position provides first point of contact support to the Public Works Deputy Director - Engineering, Public Works Inspectors, and other Public Works divisions. This position provides a variety of routine and complex public works/engineering and construction work. It involves extensive public contact and effective coordination with other city departments and government entities. Computer and customer service skills are necessary. This position is required to analyze work processes and systems and apply technology as appropriate. The permit clerk is required to exercise significant initiative, independent judgment and discretion in dealing with the public, contractors and other government entities and determine when the supervisor needs to be notified. The ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists is required. This position is expected to function with minimum supervision.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities included, but are not limited to, the following:

- Front counter and computer entry relative to Public Works/Engineering functions
- Utilize various forms of software such as ProjectDox, GIS, Tyler Munis, Laserfiche, etc.
- Serves in a computer software support role that includes developing and disseminating training to various staff members
- Receives permit application files, construction and contractor documents
- Process permits and correspondence as needed
- Initiates and follows up on permit processes
- Tracks plan reviews and inspections for reporting and compliance purposes; tracks issued permits to remain informed of permit status and verify completion of required inspections; notifies responsible parties of application review status
- Answers telephone and provide basic information on the building permitting regulations
- Answers general questions regarding processes and services provided by the Public Works/Engineering to include permit applications and inspection request procedures
- Track GIS permits for utilities, developments, etc.
- Process over the counter permits as needed
- Prepare various reports as needed
- Schedules appointments for various inspectors and coordinates with other departments
- Schedules for meetings as necessary
- Observes accepted departmental safety guidelines and always uses appropriate safety techniques



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REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Experience in an office setting with knowledge of basic office procedures sufficient to meet requirements of position or any equivalent combination of education and experience
- Basic understanding of public works design standards and the ability to apply the knowledge
- Ability to work independently
- Must be well organized and able to manage and prioritize tasks and multiple projects
- Ability to work on multiple tasks concurrently
- Must be detail oriented
- Must have strong customer service skills
- Must have effective verbal and written communication skills as well as the ability to communicate and interact with various parties (users, residents, and management)
- Must exercise independent judgment and decision making
- Working knowledge of Microsoft Office applications, particularly MS Word and Excel, other applications, and general computer skills
- Ability to provide as well as follow oral and written directions
- Must be discreet and maintain strict confidentiality
- Demonstration of a proactive and problem-solving orientation

QUALIFICATIONS

- High School diploma or equivalent
- Ability to read and understand construction drawings and plats of survey, in a cursory manner, to give general information and standard requirements to permit applicants
- Ability to utilize a variety of reference materials and information such as permits and permit applications, reports, records, ordinances, maps, manuals, code books, drawings, licenses, policies, procedures, and non-routine correspondence
- Bilingual in Spanish/English preferred

SPECIAL REQUIREMENTS

Must have a valid Illinois driver's license.

TOOLS AND EQUIPMENT USED

Typical office equipment, including a desk, phone, computer workstation, copier, printer, other small office machines. and any other tools of the trade that may come into common use or be necessary to perform the tasks needed.



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PHYSICAL DEMANDS

Frequently required to sit, talk, hear, and use hands and arms for handling objects and operating office equipment. Occasionally required to walk, stoop, bend, or reach. May occasionally lift and/or move items weighing up to 25 pounds. Requires close vision and the ability to adjust focus. Ability to communicate orally.

WORK ENVIRONMENT

The work environment for the position is in a busy office setting with direct contact with the public which includes citizens, designers and contractors.

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.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. 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.

The 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.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by an employee assigned to this position and are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified. 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.

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