



CITY OF JOLIET POSITION DESCRIPTION

TITLE: Business Services Specialist
DEP/DIV: City Clerk/ Business Services
REPORTS TO: Business Services
EMPLOYEE STATUS: Permanent, Full Time
SALARY/GRADE: Classification 9/ Group IV

JOB CODE: 1610
ESTABLISHED: 04/2026
FLSA STATUS: Exempt
LOCATION: City Hall

GENERAL PURPOSE

Under general supervision of the Business Services Supervisor, the Business Services Specialist assists with day-to-day business licensing, assures enforcement of business registration/licensing and related codes, regulations, and ordinances of the City of Joliet, and serves as a liaison to local businesses and merchant associations. The role blends technical registration and licensing support with proactive outreach—connecting businesses to City resources to improve compliance and customer experience. A Business Registration and Community Engagement Specialist will also handle business licensing, permitting, and regulatory compliance while building partnerships with local businesses, residents, and organizations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

Performs a variety of technical duties to ensure compliance with City regulations and ordinances pertaining to businesses (zoning, parking, signs, nuisance abatement, code violations and other related codes and regulations).

Process new business registration/license applications; review for completeness, eligibility, and compliance with applicable municipal code (e.g., zoning, signage, building, fire/life safety) before routing for approvals.

Provide technical assistance in the field to new and existing businesses—explaining steps, documentation, fees, timelines, and common compliance issues in plain language.

Maintain databases/dashboards of issue notices of upcoming expirations, deficiencies, late fees, and compliance actions.

Receives and responds to citizen complaints regarding businesses and reports from other agencies and departments, conduct site visits and provide recommendations for resolution.

Enforce business ordinances and codes and issue citations for violations as needed.

Coordinate with community organizations to identify opportunities for service delivery.



CITY OF JOLIET POSITION DESCRIPTION

TITLE: Business Services Supervisor

LAST REVISED: 4/27/2026

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Proficiency with Microsoft 365 (Word, Excel, Outlook, Teams), records systems; data entry accuracy and basic reporting/analytics.

Strong customer service orientation: skilled in facilitation, meeting preparation, note-taking, and action tracking with diverse stakeholders, including small businesses and neighborhood groups.

Existing relationships with service organizations, local businesses and community groups

Pertinent Federal, State and Local codes, laws and regulations.

Ability to:

Ability to organize, prioritize, and carry out duties in a timely manner with minimal supervision.

Serve as Liaison between Business owners, Neighborhood Organizations, HOA's etc. and City of Joliet Departments

Establish and maintain effective relationships with Business Owners, Neighborhood Organizations and HOA's.

Interpret, explain and enforce applicable codes, ordinances and regulations related to business licensing / registration, and zoning.

Investigate complaints and mediate resolutions in a timely and tactful manner.

Clear written and verbal communication; ability to draft guides and forms in plain language.
Ability to participate in and facilitate meetings.

Ability to multi-task, manage several projects, and adapt to change and maintain flexibility.

Deal with difficult people and upset business representatives and resolve their issues within the confines of laws, codes, regulations, ordinances, rules, policies, and processes.



CITY OF JOLIET POSITION DESCRIPTION

TITLE: Business Services Supervisor

LAST REVISED: 4/27/2026

QUALIFICATIONS

Education and Experience:

High School Diploma/GED supplemented by two years of experience in Customer Service. Any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

SPECIAL REQUIREMENTS

Must possess a valid State of Illinois motor vehicles operator's license.

TOOLS AND EQUIPMENT USED

Personal computer, tablet including word processing and related software; motor vehicle; phone and any other tools of the trade that may come into common use or necessary to perform needed tasks.

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.

Work is mostly performed at site visits, but some work in office setting. While performing the duties of this job, the employee is frequently required to talk, hear, and use hands to, handle or feel objects, tools, or controls and to reach with hands and arms, bend, stoop, kneel, crouch, crawl, lift, sit and stand.

The employee must lift and/or move up to 20 pounds and may occasionally lift and/or move up to 40 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 works in an office environment and occasionally works in outside weather conditions. The employee occasionally works near moving mechanical parts and in high, precarious places and is occasionally exposed to wet and/or humid



CITY OF JOLIET POSITION DESCRIPTION

TITLE: Business Services Supervisor

LAST REVISED: 4/27/2026

conditions, or airborne particles.

SELECTION GUIDELINES

Formal application; evaluation of required qualifications; oral interview, background, and reference check.

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

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.