



"Heart of the Lakes"

City of Keego Harbor

2025 Beechmont

Keego Harbor, Michigan 48320

Position: Building Division Clerk

Department: Building Department

Oversight: Office of the City Manager

Employment Status: Full-Time

Hourly Rate: \$21.50 - \$24.50 depending on qualifications

Workplace Type: On-site with opportunities for remote work on Fridays

Classification: FLSA and Bargaining Unit Status

This position is classified as non-exempt under the Fair Labor Standards Act (FLSA) and is therefore eligible for overtime compensation in accordance with applicable federal and state laws. This position is not represented by a collective bargaining agreement and serves as a non-union employee of the City.

General Statement of Duties:

Under the general direction of the City Manager, the Building Clerk provides administrative, clerical, and customer service support for the City's Building Department. The position is responsible for processing permit applications, contractor registrations, rental and business registrations, coordinating permit reviews and inspections, maintaining departmental records, and assisting residents, contractors, business owners, and other customers with building and code-related inquiries.

SUPERVISION RECEIVED:

The employee exercises discretion and independent judgment under the general supervision of the City Manager.

SUPERVISION EXERCISED:

The employee does not exercise supervision over other employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Serves as the primary point of contact for the Building Department by providing professional, responsive, and solution-oriented customer service to residents, contractors, business owners, and other stakeholders.
- Receives, reviews, processes, and issues permits, licenses, registrations, certificates, and related documents in accordance with applicable laws, ordinances, policies, and procedures.
- Assists applicants with permitting, licensing, and registration requirements; explains processes and requirements; responds to inquiries and complaints; and directs individuals to appropriate departments, agencies, or resources as necessary.
- Coordinates permit reviews, inspections, and approvals with City staff, consultants, contractors, and external agencies to ensure timely and accurate processing.
- Maintains accurate records and data related to permits, inspections, registrations, licenses, and other Building Department activities utilizing BS&A and other City software systems.
- Verifies application completeness, tracks review status, prepares correspondence and notices, and communicates review comments, deficiencies, approvals, and conditions to applicants.
- Processes payments, assesses applicable fees, balances receipts, and maintains records related to departmental financial transactions.
- Maintains departmental calendars and schedules, including inspection, planning, and related operational activities.
- Prepares reports, forms, correspondence, and other administrative documents to support Building Department operations and regulatory compliance.
- Builds and maintains positive working relationships with residents, contractors, business owners, City staff, and partner agencies while promoting a customer-focused and collaborative service culture.
- Identifies opportunities to improve processes, leverage technology, and enhance the efficiency, effectiveness, and customer experience of Building Department services.
- Performs related duties and responsibilities as assigned to support departmental and City operations.

Knowledge, Skills, & Abilities:

Knowledge of:

- Municipal permitting, licensing, registration, and inspection processes. Customer service principles and practices.
- Modern office practices, records management, and public records retention requirements.
- Business software applications, including permitting and records management systems such as BS&A.
- Basic municipal operations, ordinances, policies, and administrative procedures.
- Cash handling, fee collection, and recordkeeping practices.

Skills to:

- Deliver professional, courteous, and responsive customer service to a diverse range of customers.
- Communicate effectively, both verbally and in writing.
- Organize, prioritize, and manage multiple assignments while maintaining accuracy and attention to detail.
- Exercise sound judgment and discretion when handling sensitive information, customer concerns, and public inquiries.
- Maintain accurate records and perform data entry with a high degree of accuracy.
- Work collaboratively with City staff, consultants, contractors, and regulatory agencies.
- Utilize technology and software systems to improve efficiency and service delivery.

Ability to:

- Learn, understand, explain, and consistently apply City policies, ordinances, procedures, and regulatory requirements.
- Provide clear and accurate information regarding permitting, licensing, registration, and inspection processes.
- Coordinate activities and information among applicants, inspectors, City departments, and external agencies.
- Establish and maintain effective working relationships with residents, contractors, business owners, elected officials, coworkers, and the general public.
- Remain professional, patient, and solution-oriented when responding to complaints, difficult situations, or competing priorities.
- Research, retrieve, organize, and maintain electronic and paper records.
- Read and interpret maps, site plans, permit documents, and related records.
- Adapt to changing technology, operational needs, and process improvements.
- Safely lift and move files, records, boxes, and office materials weighing up to 25 pounds.

Minimum Qualifications

- High school diploma or GED required.
- Associate degree in Public Administration, Business Administration, Construction Management, Planning, or a related field preferred.
- Two (2) years of increasingly responsible administrative, clerical, customer service, permit processing, licensing, or records management experience, preferably in a municipal, construction, building, planning, code enforcement, or related environment.
- Experience utilizing permitting, licensing, records management, or enterprise software systems preferred.
- Proficiency with Microsoft Office applications and the ability to learn and utilize specialized municipal software systems.
- An equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities may be considered.

Equal Employment Opportunity

The City of Keego Harbor is an Equal Opportunity Employer and does not discriminate on the basis of any status protected by applicable federal or state law.

Reasonable Accommodation

The City of Keego Harbor will provide reasonable accommodation to qualified individuals with disabilities in accordance with applicable law, unless doing so would create an undue hardship on City operations.