



City of Naperville
Employment Opportunity

Job Title:	Lead Permit Technician – 3515
Closing Date:	When filled
Salary:	\$25.64 - \$32.39 per hours, dependent on qualifications
Job Type:	<input type="text"/>
Location:	<input type="text"/> , Naperville, Illinois
Department:	<input type="text"/>
Job Description:	
<p>The City of Naperville's Transportation, Engineering, and Development Business Group (TED) seeks an engaged leader for the position of Lead Permit Technician. This customer service-oriented role directly supervises 5 Customer Service Assistants who are responsible for coordinating the review and processing of building permits from start to finish. This position requires a complete understanding of the permit process (<i>the acceptance of applications & assuring complete submittals, routing them for technical review, the compilation & delivery of review comments, the assessment of fees & verification of payments, the issuance of permits, scheduling of inspections, issuance of Certificates of Occupancy, and closing out of permits</i>).</p> <p>The Lead Permit Technician is a working supervisor who trains, oversees, and guides the work of the Customer Service Assistants and provides backup coverage for the team's duties as needed. This position has a full understanding of the permitting process and works closely with property owners, developers, design professionals and contractors to ensure complete and accurate permit submittals. The Lead Permit Technician ensures timely, effective responses to inquiries concerning the permit process, ensures accurate tracking & documentation for these functions, (arranging & maintaining sometimes complex processes with many variables), and coordinates with technical review teams throughout the City.</p>	
Responsibilities include:	
<ul style="list-style-type: none">• Train, oversee, and guide the work of the Customer Service Assistants. Conduct reviews, approve time-off requests, and reassign work duties to the team to balance workloads• Maintain a complete understanding of the permit process and the related roles of Customer Service Assistants and Permit Specialists• Maintain in-depth knowledge of the functionality of the software platform(s) used for permit management, and assist in upgrades, and help maintain information on the city website• Create, maintain, and generate records and reports (e.g., monthly building and inspection reports)• Engage property owners, developers, design professionals and contractors to ensure complete and accurate permit submittals• Establish and maintain effective working relationships with all City departments and outside review agencies• Continually monitor permit processes and work with management on suggested improvements to them to meet the changing needs of customers (internal and external). Design processes to enhance workflow.• Perform administrative tasks relating to permitting and/or project development. The permitting process includes, but is not limited to, building permits, site development permits, right-of-way permits, fire department permits, truck permits, and capital improvement projects.• Conduct simple building and planning reviews on an as-needed basis only• Assist in the processing of agreements, which may include (but is not limited to) annexations, intergovernmental, recapture, and easement encroachments• Demonstrate courteous and cooperative behavior when interacting with the public and City staff; acts in a manner that promotes a respectful and effective workplace environment• Perform all other related duties and projects as assigned	
Qualifications:	
Required: <ul style="list-style-type: none">• Education equivalent to a high school diploma• At least 3 years' experience with building/development functions in municipal environments (<i>Equivalent combinations of applicable experience, certifications, and education may be considered</i>)• ICC Permit Technician Certification (<i>or must attain it within 6 months of hire</i>)	

- Valid State of Illinois Class D Drivers' License

Preferred:

- Associates or Bachelor's degree in a related field
- Previous supervisory experience
- Additional ICC certifications (i.e. Permit Specialist, etc.)
- Familiarity with Bluebeam or similar plan review software

Additional Information:

The City of Naperville, Illinois is a dynamic community of 149,000 residents, conveniently located 28 miles west of Chicago. Various publications have named Naperville as one of the best cities in the United States in which to live. The City has gained national recognition for our family-friendly environment, excellent schools and library system, low crime rate, and vibrant downtown area. It's also a great place to work! Our municipal government employs over 900 dedicated individuals in a wide range of job categories and provides a collaborative working environment, a forward-looking leadership team, and a competitive benefits package.

APPLY ON-LINE AT:

<http://www.naperville.il.us/careers/>

Applications should be completed thoroughly, and resumes will not be accepted in lieu of an application but should be attached to the application. Include all requested education, experience, attachments, and other information when applying. Incomplete applications are subject to rejection. Notifications to applicants will be sent electronically to the email address provided in the application.

THE CITY OF NAPERVILLE IS AN E. O. E.

[CLICK HERE](#) for the City of Naperville's EEOP Utilization Report

The City of Naperville complies with the Americans with Disabilities Act (ADA). Individuals needing accommodations in the recruitment process should notify Human Resources in advance at (630) 305-7066.