



City of Naperville
Employment Opportunity

Job Title:	Permit Specialist - 3520
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:

The City of Naperville's Transportation, Engineering, and Development Business Group (TED) seeks a highly motivated customer service professional for the position of Permit Specialist. This customer service-oriented position is responsible for coordinating the review & processing of building permits from start to finish. The Permit Specialist will work to develop, manage, and update accordingly the standard operating procedure documentation and provide functional backup coverage for other Permitting division roles including the Lead Permit Technician, Residential Permit Specialist, and Commercial Development Process Assistant. The role requires a complete understanding of the permit process (*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*).

The Permit Specialist is an expert in commercial and residential development permitting and has a full understanding of the permitting process as it applies to more complex, high-profile projects, and works closely with property owners, developers, design professionals and contractors to ensure complete and accurate permit submittals. The Permit Specialist 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, making decisions and executing solutions.

Responsibilities include:

- Maintain a complete understanding of the permit process and the related roles of the Lead Permit Technician, Residential Permit Specialist, and Commercial Development Process Assistant and provide backup support to each of these positions as needed
- 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 and maintain standard operating procedure documentation for TED Development Services roles
- Assist the Lead Permit Technician in the training and onboarding of new Customer Service Assistants
- 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 processes.
- Conduct simple building and planning reviews on an as-needed basis only
- 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:

- Education equivalent to a high school diploma
- At least 3 years' experience with building/development functions in municipal environments (*Equivalent combinations of applicable experience, certifications, and education may be considered.*)
- ICC Permit Technician Certification (*or must attain it within 6 months of hire*)
- Valid State of Illinois Class D Drivers' License

Preferred:

- Associates or Bachelor's degree in a related field
- 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.