

City of Socorro Job Description

Job Title: Planning Clerk	Department: Planning & Zoning
FLSA Status: Full Time - Non-exempt	Salary: \$15.00 - \$18.08
Approved: 09/01/2022	Last Revised: 09/01/2022

Position Summary:

Under general supervision, provide service to customers and perform a variety of routine general office functions.

Duties, Functions and Responsibilities:

- Serve as representative of the City of Socorro demonstrating a positive attitude and progressive actions through the display of professionalism, courtesy, and appropriate tact and discretions with other employees and with the public. Provide customer service in assigned areas. Assist taxpayers; business contractors; utility customers and health clients. Welcome and greet customers. Communicate in person, over the telephone or by correspondence. Respond to customer, property owner and contractor inquiries and questions regarding permits and building inspections; basic and general City and municipal service inquiries; or if they have been notified of development or business license violations; provide information specific to the violation, requirements for compliance. Respond to citizens or contractors questions over the phone, in person, or by correspondence regarding the development regulations, permit and licenses fees, business license, and development procedures required by the City. Assist the public with the completion of forms. Provide fast and accurate service. Collect payments for services fees, utility bills, taxes, permits or admissions from customers. Receipt any money for fees; balance cash box daily with receipts and make deposit. Operate a variety of equipment, including computer terminal and cash register. Keep abreast of changes in procedures, protocols and services. Provide efficient call-taker duties, as assigned.
- Direct and deal effectively with irate people to avoid conflict. Update work and change orders; fees and results; credits and transfer information. Assure work request are completed accurately and timely, and update customer account history. Update work and change orders; inspection requests, fees and results; credit and transfer information. Work with building permit customers, enter building permits requests, schedule inspections, issue permits, review contractor files and check for appropriate supporting documentation (i.e. liquor, and vendors.) Maintain effective communication with field personnel.
- Update zoning compliance files; check for condition approval and compliance; notify application of conditions to be met; record verification of compliance. Research property ownership, variance, use permit, and other documentation regarding the property in question.
- Maintain filing system, records, telephone logs and keep reports. Enter client's call information into database for call tracking, follow-up and reporting. Enter assigned data in to computer databases. Perform general clerical support. Organize and maintain records and forms. Attend workshops/trainings as required. Protect confidential information by preventing unauthorized release, both verbal and/or written. Follow all applicable safety rules and regulations.
- Act as the Secretary for Commissions assigned to the department. Attendance required for Commission meetings; responsible for the meeting's agenda, minutes and record keeping.
- Highly organized, dependable, and ability to keep matters confidential. Clear, concise oral and written communication to present reports. Establish and maintain effective working relationships with department, directors or supervisors, employees, and coworkers.
- Regular worksite attendance is an essential function.
- Responsible for any other duties and assignments issued by the City of Socorro.

Planning Clerk I (Basic)

\$15.00 - \$17.20

Minimum Qualifications:

- A candidate must possess a high school diploma or GED and 3+ years of related experience. A Bachelors, or associates degree in Business Administration, Business Management or related field preferred.
- Minimum of three (3) years clerical or public contact experience.
- 0-24 college credit hours
- Requires the possession of a valid Texas Class "C" Driver's License.

City of Socorro Job Description

Planning Clerk II (Intermediate)

\$15.60 - \$17.48

Minimum Qualifications:

- A candidate must possess a high school diploma or GED and 6 years of related experience. Associates degree in Business Administration, Business Management or related field.
- Minimum of six (6) years clerical or public contact experience.
- Texas Registered Municipal Clerk Certification (TRMC) Level III within three (3) years of assignment to include 20 education hours.
- Requires the possession of a valid Texas Class "C" Driver's License.

Planning Clerk III (Advanced)

\$16.20 - \$18.08

Minimum Qualifications:

- A candidate must possess a high school diploma or GED and 9 years of related experience. A Bachelors, or associates degree in Business Administration, Business Management, or related field.
- Minimum of nine (9) years clerical or public experience.
- Texas Registered Municipal Clerk Certification (TMCC) to include 20 education hours.
- Requires the possession of a valid Texas Class "C" Driver's License.

Note: Upon reaching maximum salary level in each category; only COLA increases will be given.

Equipment:

- Operates office equipment such as typewriter, computers and software, calculator, copymachine, scanner, shredder, fax machine, and multi-line telephone.

Physical Requirements:

- Must be able to lift a minimum of 25 pounds.
- Sits, stands for extended periods of time.

Conditions of Employment:

- Pass Pre-Employment Drug Screening.
- Pass Background Check.
- Work flexible hours and overtime as required.
- Bilingual Skills: English & Spanish preferred.

Mayor

Date

City Manager

Date

Human Resources Director

Date

Employee

Date