**CITY OF MONTICELLO**

**Job Description:** Permit and License Customer Service Representative

**Department:** Finance

**Status:** Non-Exempt

**Pay Type:** Hourly

JOB SUMMARY/OBJECTIVE:  
To perform internal/external customer support duties for assigned department, division, or program, including receiving and responding to inquiries from the public, other City departments and outside agencies; to prepare routine clerical, administrative, and receptionist duties; and to perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES:  
None.  
  
ESSENTIAL FUNCTION AND DUTIES/RESPONSIBILITIES:  
Processes new and renewal applications for Zoning Use, Occupational Tax Certificates, Regulatory Fees, and Alcohol Licenses.

Handle customer inquiries related to establishing and disconnecting utilities, tax inquiries, and processing payments for utilities, taxes, permit applications and other city programs.

Maintain accuracy and completeness in all financial transactions, including balancing batches and cash drawers.

Ensures compliance with internal and external policies and procedures.

Maintains current knowledge of City Ordinances, federal, state, and local laws related to Occupational Tax and Alcohol Licenses to ensure compliance for businesses operating in City limits.

Prepares and updates a variety of departmental reports, including monthly reports for City Council, Business and Alcohol License reports, and Open Records requests, etc.  
Responsible for maintaining and scanning electronic files and records into Business and Alcohol License.

Process payments and scan documents for various taxes and applications, including Alcohol License, and Alcohol Excise Tax.

Process various types of applications including but not limited to; permitting (land development, building, engineering, tree, photography, garage sales, electrical, plumbing, etc.) new business registration, business renewals, and handle change requests and adjustments.

Ensures the accuracy and thoroughness of forms and permit applications, aiding the general public in completing various paperwork through multiple channels.

Creates and updates forms and correspondence and performs other word processing/spreadsheet tasks

Advises customers on the process of obtaining a building permit or occupational tax certificate.

Assists with renewing business licenses/occupational tax certificates for insurance companies.

Facilitates and serves as staff member for the Historic Preservation Commission and Planning and Zoning Board; attend meetings and public hearings, submit meeting minutes, and coordinates staff reports, required notices, and postings

Prepares and files the annual E-verify and SAVE reports.

Assists the public, builders, developers, staff, and others with general ordinance and code questions, questions regarding the permit processes, and assists with processing their applications.

Ability to serve community development customers and general questions from the public as needed.

Create and upload flyers, posts, and documents to the city’s website and social media platforms

Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES:  
Excellent verbal and written communication skills.  
Proficient in Microsoft Office Suite or related software as well as other accounting software programs.  
Ability to operate related office equipment, such as computers, 10-key calculator, and copier.  
Ability to work independently and in a fast-paced environment.  
Ability to anticipate work needs and interact professionally with customers.  
Ability to effectively serve irate customers.  
Excellent organizational skills and attention to detail.

EDUCATION, CREDENTIALS, EXPERIENCE:  
High school diploma required.  
Responsible experience working at a governmental agency.  
  
PHYSICAL CHARACTERISTICS:  
Prolonged periods of sitting at a desk and working on a computer.  
Must be able to lift up to 15 pounds at times.

ENVIRONMENTAL FACTORS:  
Office working environment, indoors, without exposure to weather or environmental elements.

EQUAL EMPLOYMENT OPPORTUNITY:  
The City of Monticello is an equal opportunity employer. The City of Monticello prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to actual or perceived sex, sexual orientation, gender identity, race, color, age, disability, national origin, religion, marital status, familial status, veteran or military status, or any other characteristics protected by law. All offers of employment are contingent upon clear results of a thorough background check. Background checks will be conducted on all final candidates and on all employees who are promoted, as deemed necessary. Employment with the City of Monticello is at-will.

DISCLAIMER:  
The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.