



City of Hamtramck

3401 Evaline Street Hamtramck, Michigan 48212

Telephone 313-800-5233

Building Clerk

An Equal Opportunity Employer

The City of Hamtramck has an opening for a full-time Building Clerk

Job Description Summary:

Reporting to and under the direct supervision of Office Manager, the Building/Water Clerk is responsible for the general building & water account functions including the building permit, and inspection process and maintaining water utility accounts. This position requires excellent customer service, computer, analytical, oral, and written skills. You must be comfortable working in a fast-paced public environment.

Essential Duties and Responsibilities:

- Working under the direction of the Building Official (Building Manager and Building Office Supervisor), performs a full range of administrative tasks pertaining to the building permitting process and related records management.
- Responds to inquiries from the public, contractors, and other parties regarding building and construction matters.
- Answers phones, responds to walk-in requests, and otherwise facilitates the permit process by providing information and guidance on various requirements and procedures.
- Maintains a complete record-keeping system for building-related documents, according to established standards. Enter permits, building and trades inspections, certificates of occupancy and other project-related data.
- Schedules building inspections. Coordinates trade inspections, assuring they are completed before rough and final building inspections are scheduled.
- Performs other basic clerical tasks requiring skills in word processing, excel, record retention and customer service.
- Performs the duties of the other office staff members as operational needs demand.
- Maintains water/sewer utility accounts; operates telephone and directs calls and visitors to appropriate departments and provides clerical support for the Water Department.
- Responsible for issuing and processing work orders, including meter repairs, leaks, service disruptions etc.
- Successfully inputs purchase orders upon request and orders office and cleaning supplies per the supervisor.
- Create new utility accounts, properly enter property transfer affidavits to update accounts, sets up billing records in computer database, handles complaints and answers customer

questions on utility billing, water usage and water account details.

- Enter and process work orders, as well as accurately changing water meters, process customer requests for service changes – including address updates and water meter transfers.
- Performs other duties as directed.

Minium Required Knowledge, Skills & Abilities:

- Have a great understanding of Municipal Operations.
- The ability to use basic office equipment such as telephone, calculator, photocopier, fax and computer with applicable software applications such as Microsoft Office Suite, email and internet.
- The succesful candidate will be able to effectively communicate with both coworkers and City staff, as well as the general public. A significant percentage of the position involves resolving customer complaints and billing disputes.
- BSA Database knowledge preferred.
- Working knowledge of Brightly and Aclara Software preferred.
- Knowledge of building and zoning ordinances, and related municipal policies and procedures.
- Skill in maintaining record keeping and document retention systems.
- Skill in customer service and instruction
- Customer Service

Education and Experience:

- High school diploma or GED
- Two (2) years administrative/ office clerical experience preferably in construction/building or municipal setting, & planning/zoning experience
- Experience with BS&A, Outlook and supporting software preferred

Salary and Benefits

- FLSA-non-exempt \$22.93 Hourly (Grade 9)
- Standard benefits package available including medical, dental, vision, ST, and LT Disability
- Participation in retirement plan
- Paid time off and sick days
- Paid Holidays

Application Process:

Download application at <https://hamtramck.us/wp-content/uploads/2021/05/Hamtramck-Application-Final-05072021.docx>. Return completed application and resume by email to hr@hamtramckcity.com. Position open until filled.

The City of Hamtramck is an equal opportunity employer and will not unlawfully discriminate based on race, color, sex, religion, national origin, age, height, marital or veteran status or the presence of medical conditions or disability. Michigan and Federal laws require employers to make

accommodations to persons with a disability if the disability can be accommodated within certain guidelines, and the individual can perform the essential job duties with or without such accommodation. People with a disability may request accommodation of their disability by notifying the City of Hamtramck City Manager's office in writing of the need for accommodation.