



Job Title:	Business Services Clerk & Administrative Assistant	Department/Loc:	Administration
FLSA Classification:	Non-Exempt	Date Drafted:	July, 2024
Reports To:	Building Official		

Position Summary

This role encompasses diverse office support tasks, interacting with City employees and the public to exchange information, address complaints, and answer inquiries. Working under general supervision, the position involves clerical duties aimed at gathering necessary information to ensure adherence to Local, State, and Federal regulations pertaining to business licensing, as well as commercial and residential construction projects.

Position Responsibilities- Essential

This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

- Responsible for greeting citizens entering the offices, determining the nature and purpose of visit, and directing or escorting them to specific destinations.
- Operates telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments.
- Establishes and maintains records and files in accordance with regulations and perform general administrative duties.
- Performs general clerical support functions including photocopying, scanning, delivering items, filing, and assembling notebooks with tabs.
- Assists citizens in person, via telephone and email with business licensing questions and processes.
- Calculates and collects appropriate license and permitting fees based on adopted fee schedule.
- Enforces the business license ordinance; explains, interprets, and provides guidance regarding tax laws and regulations to the public as required
- Works with general contractors and home builders to ensure that all subcontractors are property licensed and appropriate fees are paid. Confers with individuals or business representatives by telephone, correspondence, or in person to determine fee assessments and to enforce collection
- Coordinates submission of construction documents and plans for approval
- Receives and reviews list of sub-contractors (as required by job size) and ensures sub-contractors have valid licenses.
- Responsible for all aspects of the annual business license renewal season. Performs annual audits on existing businesses throughout the year to ensure compliance.
- Possess knowledge of State laws concerning Business Licensing and Building Permits
- Assists citizens in person, via telephone and email with phone calls concerning residential and commercial permits and permitting processes.
- Manages monthly hospitality tax submissions as well as annual mailing of payment coupon booklets
- Prepares and distributes plan review submittals to other City Departments and utilizes computerized data to update and track project reviews and project status.
- Collaborates with outside departments and other providers to manage permitting projects.
- Coordinates all incoming mail and outgoing mail.
- Generates monthly statistical reports on licensing, permitting and fee collection activities.
- Maintains permit and license applications and keeps stocked for citizens to use.



- Responsible for the maintenance, storage and disposal of departmental records including business licenses, building permits, plans and related files in accordance with the State Records and Retention schedule.

Position Responsibilities- Non-Essential/Other

- Other duties as assigned

Essential Skills and Experience

- High School Diploma
- Minimum of two (2) years of experience in business administration, accounting and/or a construction related field is preferred
- Working knowledge of computers, office practices and procedures
- Requires the ability to speak with and before others with poise, voice control and confidence.
- Ability to perform multiple tasks simultaneously
- Ability to effectively meet and deal with the public
- Ability to communicate effectively verbally and in writing
- Ability to handle stressful situations
- Ability to maintain confidential information as necessary

Beneficial Skills and Experience

- Accreditation in Business Licensing (ABL) certification offered through the SC Business Licensing Officials Association
- ICC Permit Technician Certification

Mental & Physical Demands- ADA Guidelines

Physical Demands

- | | | | |
|-----------------|--------------|------------------------|--------------|
| • Sit | Constantly | • Reach Above Shoulder | Occasionally |
| • Walk | Occasionally | • Climb | N/A |
| • Stand | Occasionally | • Crawl | N/A |
| • Handling | Frequently | • Squat or Kneel | Occasionally |
| • Reach Outward | Occasionally | • Bend | Occasionally |

Lifting Requirements

- | | | | |
|---------------------|--------------|-----------------|-----|
| • 10 pounds or less | Frequently | • 51-100 pounds | N/A |
| • 11-20 pounds | Occasionally | • >100 pounds | N/A |
| • 21-50 pounds | N/A | | |

Pushing and Pulling Requirements

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|---------------------|--------------|---------------------|-----|
| • 12 pounds or less | Occasionally | • 41 to 100 pounds | N/A |
| • 13 to 25 pounds | N/A | • > than 100 pounds | N/A |
| • 26 to 40 pounds | N/A | | |

Definitions

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|--------------|----------------|---|
| • N/A | Not Applicable | Activity is not applicable to this occupation |
| • O | Occasionally | Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day) |
| • F | Frequently | Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day) |
| • C | Constantly | Occupation requires this activity more than 66% of the time (5.5+ hrs/day) |



ENVIRONMENTAL HAZARDS:

None

SENSORY REQUIREMENTS:

The job requires normal visual acuity, depth perception, and field of vision, hearing, speaking, and color perception. *The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment, nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.*

Print Employee Name	Employee Signature	Date Signed
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Print Manager/Supervisor Name	Manager/Supervisor Signature	Date Signed
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