



OFFICE MANAGER – Building and Housing

Reports to: Housing Administrator

2025 pay rate: \$14.42 - \$35.83 per hour

POSITION SUMMARY

The Office Manager is responsible for general office assistance and customer service for Building and Housing including, but not limited to, ensuring contractors, residents, and property owners understand rental, point of sale, building, and zoning processes and procedures; handling money in a secure manner; maintaining departmental records; reviewing applications for completion; and assembling documentation for public records requests.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- Provide an outstanding customer experience while projecting a professional image through in-person, telephone, and written interactions
- Issue and/or track building permits through the zoning and permitting processes;
- Track residential and commercial properties during the rental inspection and point of sale inspection processes;
- Issue contractor registrations, rental inspection certificates, point of sale transfer licenses, and escrow release documents, under direction;
- Maintain internal systems to ensure that all files, letters, reference manuals, field inspection reports, permit files, blueprints, drawings, and other data or material is maintained in an organized fashion;
- Assemble requested documents for public records requests, under direction;
- Review departmental files in accordance to the City's Records Retention Policy and recommends documents for destruction;
- Manage fee collection and daily deposits to the finance department;
- Provide monthly reports to the Building Board of Standards (BBS); Commercial/Residential Occupancy License to Cleveland Water, and the Residential/Commercial permits to Cuyahoga County;
- Manage, plan, organize, direct, implement, and control the operations related to the processes involved in the building department. Assist the Chief Building Official in enforcing the Ohio Building Code and other applicable codes and standards.
- Answer questions from owners, prospective owners, tenants, real estate agents, private citizens, and contractors regarding the housing inspection and building permit processes;
- Manage office supply inventory;
- Respond to general resident inquiries;
- All other duties as assigned.

EDUCATION AND EXPERIENCE:

- High School Diploma or G.E.D. and one (1) year of experience in an office setting required. Bachelor's degree in Business, Communications, Communication Studies, Social Work or a related field is preferred.
- Valid International Code Council (ICC) Permit Technician Certification is preferred.

Applications are available on the City of Maple Heights website: www.citymapleheights.com and also at the Department of Human Resources located at 5353 Lee Road, Maple Heights, Ohio 44137. Please return application and resume to the City of Maple Heights, Department of Human Resources, at address above, or email to hr@mapleheightsohio.com.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job. The City of Maple Heights is an Equal Opportunity Employer and a drug-free and smoke-free workplace.

September 2025