

PERMIT TECHNICIAN

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities that are associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION

Under general supervision, performs a variety of routine to complex administrative and technical support duties related to the intake and issuance of permits for the Planning, Building, and Engineering divisions and in support of related services and activities of the Community Development Department; explains ordinances, requirements, and City codes, and department procedures to building contractors, architects, engineers, builders, and the general public pertaining to land development and improvement, permit requests, and concerns; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a fully qualified journey-level classification in the Community Development Department. Positions at this level perform the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.

- Serves as primary staff to provide public counter information and respond to or, as necessary, directs public inquires to the appropriate department/person.
- Conducts permit processing for the Planning, Building, and Engineering departments; reviews permit applications, plans, specifications, and supporting documents for completeness and compliance with legal standards and City requirements; calculates permit fees; prepares bills, collects fees, and issues receipts.
- Proactively works with supervisors to improve permit and permit tracking processes, procedures and systems.
- Provides appropriate information regarding zoning, subdivision plans, and building ordinances, procedures, and requirements to the public including homeowners, developers, contractors, engineers, and architects, in person and over the counter and telephone; assists the public in the application process for building, land use, and engineering permits and other developmental processes; responds to citizen complaints.
- Applies departmental policies and procedures in determining completeness of applications, records, and reports; provides appropriate forms to the public; processes appropriate information.
- Notifies applicants when plans or permits are ready for delivery or issuance; provides status updates.

- Performs a wide variety of routine to complex administrative duties in support of the Community Development (including building, housing and code enforcement) and Engineering Departments; answers phone calls and responds to email inquiries from the public; establishes and maintains filing systems; creates and modifies forms as necessary; prepares and proofreads a wide variety of correspondence, letters, memoranda, reports, statistical charts, and other written materials; distributes reports internally and to various governmental offices; organizes and assembles documents; files and catalogues maps, photos, and other planning exhibits and documents; verifies accuracy of information; researches discrepancies and records information.
- Can assist or clerk public meetings and workshops, as needed.
- Assists with public information, including press releases, website content, public access television content and social media or flyer content.
- Provides backup for the duties performed by administrative positions within the City as needed, including the Office Assistant and Administrative Assistant job classes.
- Compiles information and data for statistical and financial reports; maintains a variety of statistical records; checks and tabulates statistical data.
- Responds to public requests for records, as needed, through the City Clerk.
- Contacts the public and outside agencies in acquiring and providing information and making referrals.
- Observes and complies with City and mandated safety rules, regulations, and protocols.
- Assist with the creation, maintenance and management of the Departments' electronic permit management and record storage system.
- Performs related duties as required.

QUALIFICATIONS

Knowledge of:

- Operations and services of the Community Development Department.
- Methods and techniques of reviewing applications and determining their sufficiency for permit processing purposes.
- Sources of information for reference purposes as it relates to the City's permit processing.
- Methods and techniques of calculating permit fees.
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and procedures relevant to assigned areas of responsibility.
- Business letter writing and basic report preparation.
- Business arithmetic techniques.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Understand and explain City policies, procedures, fees, and basic planning and building codes and regulations to the general public, permit applicants, and City staff.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local laws, rules, regulations, policies, and procedures.

- Read and interpret plans, specifications, related construction documents, and maps.
- Calculate square footage, fees and/or penalties from plans, and fees for zoning permit applications.
- Perform detailed, technical, and specialized planning and zoning and/or permit support work.
- Perform the full range of office and administrative support duties and tasks.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests and interruptions.
- Compose correspondence and reports independently or from brief instructions.
- Maintain accurate logs, records, and basic written records of work performed.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Make accurate arithmetic, financial, and statistical computations.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of the twelfth (12th) grade and two (2) years of administrative support and/or permit processing technical and administrative experience. Completion of additional education past high school, generally equivalent to a two-year associate degree program in the field, can be substituted for years of experience.

Licenses and Certifications:

- Possession of a valid Permit Technician Certificate from the International Code Council (ICC) or from an accredited certifying organization, at the time of hire or within one-year of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.