

PERMIT TECHNICIAN

Approved: July 2016

FLSA: Non-exempt

Unit: SEIU



Definition
Under general supervision, performs a variety of technical duties in support of the Community Development and Public Works Departments; serves as staff for the permit and public counter and assists the public with technical information related to the issuance of permit applications, including the process and any related fees; uses specialized database/ permit tracking management programs; and performs related work as required.
Supervision received and exercised
Receives general supervision from higher level management and supervisory staff. Exercises no supervision of staff.
Class characteristics
This is a journey-level class responsible for performing the full range of technical and customer support duties related to permit processing and issuance. Incumbents are expected to work independently and exercise 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. This classification is distinguished from the Building Inspector series in that the latter is responsible for performing building inspection duties.
Examples of typical job functions (illustrative only)
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. <ul style="list-style-type: none">• Performs a variety of technical support duties in support of the City's Community Development and Public Works Department's permit processing operations; serves as staff for the permit and public counter; provides customer service to all individuals by demonstrating a willingness to be attentive, understanding, responsive, fair, courteous, respectful, and to actively participate in maintaining a positive customer service environment.• Effectively and collaboratively answers questions; reviews handouts/guidelines, explains general procedures, solve problems, or concerns.• Within guidelines, interprets and explains policies and regulations accurately and tactfully.• Guides the public through the permit application process from inception to completion.• Performs preliminary review of permit applications, documents and plan submittals to ensure accuracy and compliance with pertinent laws and established criteria; identifies any document gaps and provides information to the customer on what is needed to complete the application.• Logs, routes, records, and files various plans and permits; submits plans and drawings to appropriate internal departments; monitors and tracks documents within the system; provides information to the public relating to the status of projects and permits.• Processes approved permits; stamps and prepares permit documents and plans; ensures proper signatures and that fees have been paid; issues final permit once approvals are complete.• Accepts payment for a variety of fees including permit submittals, building inspection, planning related fees, and other general payments such as water bills.• Uses specialized technology/software in the performance of duties; accesses, enters and updates computerized data and tracking systems to record project information, inspection activities and to generate transmittals and correspondence.• Conducts research on properties to identify specific information relevant to permit processing.• Maintains applicable inventory of forms, pamphlets, etc. required at the building permit counter.• Performs other duties as assigned.
Qualifications
Knowledge of <ul style="list-style-type: none">• Building, planning and engineering permit processes, procedures, and fee structures.• Operations and services within the planning, building and engineering functions.• Methods and techniques of reviewing applications and determining document submittal requirements.• Basic mathematic principles.• Principles and practices of effective customer service.• Modern office practices, methods, and computer equipment and applications related to the work.• English usage, grammar, spelling, vocabulary, and punctuation.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to

- Review permit submissions for completeness and accuracy.
- Process building permit applications in a timely and accurate manner.
- Calculate permit fees.
- Explain policies and regulations accurately and tactfully to the public.
- Research property history using database, planning files and County records.
- Respond to the public in a timely manner when inquiring about the status of projects and permits.
- Prepare and maintain accurate records.
- Independently prioritize work.
- Operate modern office equipment including computer equipment and specialized software relevant to work performed.
- Use English effectively to communicate in person, over the telephone, and in writing.
- 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 four (4) years of increasingly responsible clerical experience involving extensive public contact, two (2) of which include responsibility for technical support services within a building or planning program. An Associate's degree in a related field is preferred.

Licenses and certifications

- Certification as a Permit Technician by the International Code Council must be obtained 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, before groups, and over the telephone. This is primarily a sedentary office classification although standing 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.