



Job Description



JOB DESCRIPTION: PERMIT TECHNICIAN I - CONTRACT

BENEFIT GROUP: CG

JOB CODE: XTGC2

PAY GRADE: 20

AUTHORIZED STRENGTH: 7

PAY RANGE: Min: \$12.57 per hour
Mid: \$15.71 per hour
Max: \$18.85 per hour

NATURE OF WORK:

Under the direction of the Construction Permits Supervisor, this position performs responsible work involving the review and issuance of permit applications in the Office of Permitting Services. Using customer service skills and exercising discretion, tact and diplomacy to explain complex code requirements both in person and over the phone.

EXAMPLES OF WORK PERFORMED:

NOTE: THE LISTED DUTIES ARE ONLY ILLUSTRATIVE AND ARE NOT INTENDED TO DESCRIBE EVERY FUNCTION THAT MAY BE PERFORMED BY THIS JOB CLASS. THE OMISSION OF SPECIFIC STATEMENTS DOES NOT PRECLUDE MANAGEMENT FROM ASSIGNING SPECIFIC DUTIES NOT LISTED IF SUCH DUTIES ARE A LOGICAL ASSIGNMENT TO THE POSITION.

Receives plans and applications for land use, building, engineering and trade permits, occupational licenses, etc.; explains permit processing requirements, fees, etc., to contractors and/or homeowners, verifies contractor's license, appropriate forms and distributes plans and forms to appropriate offices; notifies contractor/homeowner when permit is approved; issues permits in accordance with established guidelines. Determines, calculates, accepts fees, write receipts for permits, copies, publications and other related fees, using established fee schedules as guide. Compares and totals funds received to receipts to ensure funds balance; completes daily cash reports. Answers complaints regarding incorrect code charges and recommends necessary adjustments; processes and monitors inspection activities; notifies customers regarding delinquent license taxes, building code violations, permitting problems and other violations. Acts as a liaison between various City departments, the business community and property owners with respect to providing code information; reviews records and various files to maintain the accuracy of all applicable records and prepares corrections as required. Uses two way radio communication to contact inspectors. Explains departmental policy and pertinent rules and regulations to the public by personal contact and answers telephone, answers other inquiries and provides routine information. May also transfer or refer calls based on knowledge of City operations. Utilizes a computerized data system for the call-up or updating of records in the handling of service activities for the public and supervisors. Performs related work as assigned. Receives plans and applications for land use, building, engineering and trade permits, occupational licenses, etc.; explains permit processing requirements, fees, etc., to contractors and/or homeowners, verifies contractor's license, appropriate forms and distributes plans and forms to appropriate offices; notifies contractor/homeowner when permit is approved; issues permits in accordance with established guidelines. Determines, calculates, accepts fees, write receipts for permits, copies, publications and other related fees, using established fee schedules as guide.

Compares and totals funds received to receipts to ensure funds balance; completes daily cash reports. Answers complaints regarding incorrect code charges and recommends necessary adjustments; processes and monitors inspection activities; notifies customers regarding delinquent license taxes, building code violations, permitting problems and other violations. Acts as a liaison between various City departments, the business community and property owners with respect to providing code information; reviews records and various files to maintain the accuracy of all applicable records and prepares corrections as required. Uses two way radio communication to contact inspectors. Explains departmental policy and pertinent rules and regulations to the public by personal contact and answers telephone, answers other inquiries and provides routine information. May also transfer or refer calls based on knowledge of City operations. Utilizes a computerized data system for the call-up or updating of records in the handling of service activities for the public and supervisors. Performs related work as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of modern office practices and procedures, business English, and spelling. Some knowledge of the layout of the City and its geography. Knowledge of modern office equipment and of filing systems and procedures. Skill in the use of a PC terminal, typewriter and other equipment utilized in a modern office environment. Ability to staff customer counter which would involve standing or sitting for extended periods of time. Ability to perform basic mathematical calculations with accuracy. Ability to establish and maintain effective working relationships with employees, businesses, other agencies and the public as necessitated by the work. Ability to prepare clear and concise reports using a variety of source materials and to maintain records of activities. Ability to understand and follow moderately complex oral and written instructions. Ability to communicate clearly and concisely, orally and in writing. Knowledge of modern office practices and procedures, business English, and spelling. Some knowledge of the layout of the City and its geography. Knowledge of modern office equipment and of filing systems and procedures. Skill in the use of a PC terminal, typewriter and other equipment utilized in a modern office environment. Ability to staff customer counter which would involve standing or sitting for extended periods of time. Ability to perform basic mathematical calculations with accuracy. Ability to establish and maintain effective working relationships with employees, businesses, other agencies and the public as necessitated by the work. Ability to prepare clear and concise reports using a variety of source materials and to maintain records of activities. Ability to understand and follow moderately complex oral and written instructions. Ability to communicate clearly and concisely, orally and in writing.

MINIMUM QUALIFICATION REQUIREMENTS:

High School graduate plus six (6) months customer service experience involving considerable public contact, preferably in zoning, building, engineering, occupational licensing, fire permitting, planning or related areas; or an equivalent combination of education, training, and experience. Must type 25 CWPM. ADDITIONAL REQUIREMENTS FOR PROMOTION: One year experience as a Permit Technician I and cross-trained in two (2) of the following areas: engineering, occupational licensing, fire, commercial intake, business tax receipts, planning and zoning and building that have been combined into one discipline that will be learned simultaneously. Competency criteria is set by the Supervisor. REVISED: 4/13/92 - SV 5/24/93 - SV 6/4/96 10/20/99 - MCT - removed 'some positions' typing req 8/10/00 - LOP 6/19/02 - VCJ - ch exp from 2 ys to 6 mths and added notes. High School graduate plus six (6) months customer service experience involving considerable public contact, preferably in zoning, building, engineering, occupational licensing, fire permitting, planning or related areas; or an equivalent combination of education, training, and experience. Must type 25 wpm. 8/23/11 - CF - added 'business tax receipts' and 'commercial intake' to Promotion Requirements, per dept. request.

