

Overview

Overview

Inactive	No
Effective Date	06/18/2020
Date of Last Change	03/23/2020 03:02:03.361 PM
Job Profile Name	Permit Technician II - C
Job Code	XTGC4
Include Job Code in Name	No
Job Profile Summary	NATURE OF WORK:

Performs responsible specialized clerical work involving the receipt, review, and processing applications for zoning, building, sewer connection, public works improvements, fire, occupational licensing and other permits. Work also involves general office, clerical and computer work as assigned. Employees assigned to this classification have considerable public contact and must exercise discretion, tact and diplomacy in explaining code requirements and answering questions in person and over the telephone. Work is performed under general supervision and performance is reviewed while in progress and upon completion through observation, discussions and review of reports. Opportunity for promotion to the next level is available through cross-training.

MINIMUM QUALIFICATIONS:

High School graduate plus two (2) years 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:

Promotion from Permit Technician I to Permit Technician II: One (1) 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. Last performance evaluation must have resulted in overall meets standards rating or better with no goal rating of less than meets standards.

Promotion from Permit Technician II to Permit Technician III: Two (2) years experience as a Permit Technician and cross-trained in three (3) of the aforementioned areas. Competency criteria is set by the Supervisor. Last performance evaluation must have resulted in overall meets standards rating or better with no goal rating of less than meets standards.

Job Description	
Job Title Default	Permit Technician II - C
Restrict to Country	
Management Level	8 Individual Contributor
Job Family	Non_Bargaining
Job Category	
Job Classifications	6SX - Clerical/Admin Supt:Contract (EEO-4Job Categories-United States of America)
Work Shift Required	No
Public Job	Yes

Characteristics

Difficulty to Fill
Critical Job No

Compensation

Compensation Grade C18
Compensation Grade Profile
Impacted Eligibility Rules

Qualifications

Certifications

Certification

Required	Country	Certification (Predefined)	Certification (Not Predefined)	Issuer (Not Predefined)
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Competencies

Competencies

Required	Competency	Target Rating
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Competencies from Other Sources

Required	Competency	Target Rating	Source	Source Type
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Education

Education

Required	Degree	Field of Study
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Languages

Languages

Required	Language	Ability	Proficiency
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Responsibilities

Responsibilities

Required	Responsibility
	<p>EXAMPLES OF WORK PERFORMED:</p> <p>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.</p> <p>Receives plans and applications for land use, building 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.</p> <p>Determines, calculates, accepts fees, write receipts for permits, competency cards, code books, copies, examinations etc., using established fee schedules as guide. Compares and totals funds received to receipts to ensure funds balance; completes daily cash reports.</p> <p>Coordinates annual Block and Associate's competency examination by ordering appropriate examinations, receiving applications, verifying applicants qualifications, informing applicants of test date, time, rules, issuing materials, assigning examination numbers, arrange examination site, record examination score, notify applicant in writing of score.</p> <p>Answers telephones and provides general information concerning complaints or questions regarding permits; refers and/or transfers calls using knowledge of Bureau operations.</p> <p>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.</p> <p>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.</p> <p>Explains departmental policy and pertinent rules and regulations to the public by personal contact or telephone, answers other inquiries and provides routine information.</p> <p>Utilizes a computerized data system whenever necessary for the call-up or updating of records in the handling of service activities; types correspondence, violation notices, licenses and documents.</p> <p>Performs related work as assigned.</p>
	<p>KNOWLEDGE, SKILLS AND ABILITIES:</p> <p>Thorough knowledge of the Zoning Code and related ordinances.</p> <p>Knowledge of the application and interpretation of municipal codes, ordinances and resolutions.</p> <p>Knowledge of Federal Emergency Management Agency rules and regulations and the State Energy Code.</p>

Required	Responsibility
	<p>Knowledge of construction industry terminology.</p> <p>Knowledge of modern office practices and procedures, business English, spelling and bookkeeping.</p> <p>Some knowledge of the layout of the City and its geography.</p> <p>Some knowledge of modern office equipment and of filing systems and procedures.</p> <p>Skill in the use of a CRT and/or PC terminal, typewriter and other equipment utilized in a modern office environment.</p> <p>Ability to staff customer counter which would involve standing or sitting for extended periods of time.</p> <p>Ability to perform basic mathematical calculations with speed and accuracy.</p> <p>Ability to establish and maintain effective working relationships with employees, businesses, other agencies and the public as necessitated by the work.</p> <p>Ability to prepare clear and concise reports using a variety of source materials and to maintain records of activities.</p> <p>Ability to understand and follow moderately complex oral and written instructions.</p> <p>Ability to communicate clearly and concisely, orally and in writing.</p> <p>Ability to perform varied technical and clerical operations rapidly and accurately.</p> <p>Ability to exercise sound judgment in explaining code requirements.</p> <p>Ability to type neatly and accurately at a moderate speed.</p> <p>Ability to operate personal computer for extended periods of time.</p>

Training

Training

Required	Training	Training Type	Description
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Work Experience

Work Experience

Required	Work Experience	Experience Level
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Equivalence Rule

Equivalence Rule

Equivalence Rule	Derived Logic
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Pay

Pay Rate Type

Pay Rate Types

Country	Pay Rate Type
United States of America	Hourly

Job Exempt

Job Exempt

Country / Country Region	Job Exempt
United States of America	No

Workers' Compensation Code

Worker's Compensation Codes

Workers' Compensation Code	Country	Country Region	Location
8810 - Clerical Office Employees Noc (United States of America)	United States of America		