



Position Description

Position: Permit Technician - Senior

Department/Site: Building/Planning/Engineering **FLSA:** Non-Exempt

Evaluated by: **Salary Grade:** 116

Summary

Processes routine building, land use, engineering, and fire permit applications by reviewing documents for compliance with applicable codes, regulations, laws, and internal policies and procedure. Informs and educates applicants to the permit process. Determines and collects fees. Monitoring permits-in-progress to assure compliance with notifications and timelines. Performs clerical, secretarial, and administrative work such as answering phones, providing customer assistance, data processing, public notification, and maintaining a filing system. This position has increased responsibility and little supervision. This is an ASFCME represented position and is eligible for overtime compensation.

Distinguishing Career Features

The Permit Technician is the first in a two-tiered career path governing customer service for planning and building services. The Permit Technician is also an experienced position. Advancement to Permit Technician requires the ability to administer general zoning and code information and process permit applications and fees. Advancement to Permit Technician - Senior requires ICBO certification, the ability to analyze and process the widest range of transactions, and to lead a small team in customer service.

Essential Duties and Responsibilities

- Evaluates workload, prioritizing and assigning work to Technicians and others as appropriate.
- Oversees and accepts complicated building and land use permit applications, verifying documentation, feasibility, and compliance with special requirements of the property. Verifies application elements such as plot plans, setbacks, land use and supplemental permits.
- Explains the permit process to prospective and current applicants, including the applicable codes and regulations governing development, the sequence of activities in the permit approval process, and the timelines to expect for key decisions and final approval.
- Reviews plans and proposals for compliance with permit, land use, and code requirements.
- Provides regular and routine instruction to team members on codes, regulations, policies and procedures. Conducts in service education of Technicians and other to assure consistency in permit processing.
- Conducts research of prior building and land use actions, documentation, and legal status of property to provide explanations, advice, and solve problems with customers.

- Prepares fee and activity schedules for permit applicants. Determines the appropriate fees from a pre-determined schedule.
- Sets up field inspection schedules, accompanying documentation, and fee or action instructions as required.
- Conducts research of prior building and land use actions, documentation, and legal status of property to provide explanations, advice, and solve problems with customers.
- Coordinates, maintains, and monitors the City's addressing system for new and existing buildings. Assigns and/or change addresses and street names. Prepares the City address book for distribution to other agencies, companies, and individuals.
- Responds to telephone and in-person inquiries that have been directed by others for information, problem solving, and/or research concerning documentation or action on property.
- Coordinates the office operations of the Planning, Engineering, and Building Departments. Develops and maintains office forms and procedures, and assists with administrative tasks involving personnel, budgeting, and facilities.
- Monitors timelines and prepares and issues notices of expired permits.
- Accepts, processes, and fulfills public records requests consistent with state Public Records Act requirements.
- Analyzes the permit processes and timelines and suggests ways to enhance efficiency.
- Verifies the completeness of approved transactions, accepts fees for services, and issues and explains completed permits to customers. Responds to mail-in permits from out-of-town customers.
- Sets up and maintains files and data including quality control on permitting activity.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

Knowledge and Skills,

The position requires in-depth knowledge of codes, regulations, and laws governing building and land use. Requires in-depth knowledge of the permitting process steps and special policies, practices, technicalities, and work methods for the department. Requires a basic working knowledge of the role of structural, mechanical, electrical, plumbing inspections in the permitting process. Requires sufficient knowledge of and skill in English grammar and composition, to prepare routine correspondence in business and/or legal formats. Requires knowledge of and skill at using personal computers, common office productivity software, and databases to access and enter information. Requires sufficient human relations skill to communicate standard yet technical information, to employ specific lines of inquiry, to resolve problems, and to maintain harmony in a work setting.

Abilities

Requires the ability to carry out the essential functions of the position. Requires the ability to learn, interpret and apply processes, codes, regulations, and laws governing building and land use. Requires the ability to learn and apply knowledge about the building inspection process. Requires the ability to lead a small team. Requires the ability to operate a personal computer and peripheral office equipment. Requires the ability to work cooperatively with the public. Requires the ability to work as contributing member of a team, work productively and cooperatively with other teams and external customers and convey a positive image of the City. Requires the ability to resolve customer service problems in a positive manner. Requires the ability to organize and prioritize work assignments to optimize service level in a high-volume environment.

Physical Abilities

Requires the ability to function primarily indoors in an office environment engaged in work of primarily a sedentary nature. Requires sufficient ambulatory ability to move about to office locations. Requires auditory ability to carry on ordinary and telephonic conversation. Requires near visual acuity to read detailed maps, drawings, other printed material, computer screens, and observe physical layouts. Requires manual and finger dexterity to write and to operate computers and other office equipment. Requires the ability to alternatively sit and stand for sustained periods of time to deliver presentations, perform counter work.

Education and Experience

The position typically requires a high school diploma and five years of progressive experience in administrative support and customer service, preferably in a planning, building, or engineering area. Additional higher education in building inspection or planning may substitute for some experience. Requires Permit Technician Certification.

Licenses and Certificates

- May require a valid driver's license.
- ICBO Permit Technician certificate.

Working Conditions

Work is performed indoors where minimal safety considerations exist.

This job/class description describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.