

# PERMIT SPECIALIST

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Position Code: 2331

WC Code: 8810

FLSA Status: Non-exempt

Pay Grade: 348

Location: Planning

Approval Date: 2023

## **General Statement of Duties**

Performs responsible administrative work in the facilitation, processing, and tracking of land development plans, permits, and other applications. This person will also provide customer service to process permit applications, building inspections, verification of contractor licenses, and certificate of occupancy for the Building and Inspections Department.

## **Distinguishing Features of the Class**

An employee in this class provides difficult entry-level work and assistance to the Planning and Community Development Department and Building and Inspections Department. This employee performs technical and administrative work for these departments; preparing and maintaining records and files; managing the distribution of review plans and comments; responding to inquiries and complaints; providing information; processing documents; preparing reports; provides customer service for the building permit process and inspections. This position requires independent judgment and discretion in the performance of duties. Reports to the Zoning & Building Permit Supervisor.

## **Duties and Responsibilities**

Processes and issues zoning and building permits associated with all aspects of zoning, planning, construction, development.

Reviews residential and commercial zoning and building permits.

Maintains records and produces various reports; maintains a detailed filing system of development files.

Helps maintain zoning and building databases and property files.

Performs preliminary assessment of all land development plan submittals to ensure compliance with minimum submittal requirements.

Receives and processes plans and distributes plans to appropriate personnel; monitors plan evaluation process; notifies citizens of results.

Processes application fees for planning, zoning, building and code violation.

Drafts and types correspondence, memoranda, and reports.

Provides information to the general public, contractors, and developers concerning zoning ordinances, land development plans, building permits, etc.

Answers the office telephone and greets the public as necessary.

Performs other duties as assigned.

## **Recruitment and Selection Guidelines**

### **Knowledge, Skills and Abilities**

Basic knowledge of the application and review processes, policies, procedures, and practices.

Basic knowledge of the Zoning Ordinance/Unified Development Ordinance and its applications.

Basic knowledge of the North Carolina State Building Code and its applications.

Investigates and resolves customer and citizen inquiries and complaints.

General knowledge of the sources of data and information.

General knowledge of permit related software.

Ability to meet and interact with the public effectively.

Ability to establish and maintain effective working relationships with others.

Ability to organize and manage all review processes.

Ability to deal with multiple projects at the same time.

Ability to follow oral and written instructions.

Ability to solve problems.

Ability to work independently.

## **Physical Requirements**

While performing the duties of this job, the employee is frequently required to reach with hands and arms, stand, sit, walk, use hands to grasp, handle, feel, talk, and hear. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. This position involves sedentary work requiring the employee to exert up to 10 pounds of force occasionally; and/or a negligible amount of force frequently or constantly to move objects.

Must possess the visual acuity to examine and work with maps, charts and detailed materials, operate a computer, ability to go and inspect sites regarding planning issues, use measuring devices, do figure computations and do extensive reading.

## **Minimum Education and Experience**

High School Diploma or GED and three to five years of related experience; or an equivalent combination of education and experience. Prefer applicants commissioned by the State of North Carolina as a Notary Public, Certified Zoning Official, and/or ICC Building Permit Technician.

## **Special Requirement**

Valid NC Driver's License