

## **PERMIT TECHNICIAN**

### **Definition:**

Under general supervision, performs complex and responsible technical and clerical work involving substantial public contact in the acceptance, processing and review of a wide variety of building or engineering related permits and plans and performs related work as required.

### **Essential Duties and Responsibilities:**

The essential duties and responsibilities of the class include the following:

Provides information to the public regarding the requirements for obtaining a variety of permits.

Provides information regarding City, State and Federal regulations pertaining to building and construction.

Provides support and assistance at the public counter and over the telephone.

Determines permit(s) required and issues same.

Determines applicable fees for plan checks, permits and other items.

Operates a typewriter and/or personal computer, printer and applicable software to produce and/or update a variety of forms, letters and other materials to include the permit issuance database.

Prepares and distributes certificates of occupancy.

Assists the public in the completion of forms and applications as needed.

Provides status updates on a wide variety of building related permits and plans.

Verifies data regarding contractors' licenses.

Maintains accurate and detailed records and files, verifies accuracy of information, researches discrepancies and records information.

Receives, logs and refers code violation complaints/concerns from the public.

Receives and accounts for funds and prepares daily deposit.

**Other Duties and Responsibilities:**

Performs other projects/tasks as assigned.

Lifts and moves office records and other items weighing 30 pounds or less.

**Class Characteristics:**

Permit Technician is a multi-incumbent class with duties specifically related to the processing and issuance of permits.

**Contacts and Relationships:**

A Permit Technician has substantial and continuing interaction with the public in an open counter environment under a variety of circumstances, and has additional contact with department and other City staff.

**Qualification Guidelines:**

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

**Knowledge of:**

English usage, spelling, grammar and punctuation.

Basic business math.

Computer applications as they relate to area assigned.

Customer service and telephone techniques.

Filing and record keeping methods and procedures.

**Ability to:**

Learn building/engineering terminology and learn and apply building/engineering regulations.

Learn and apply laws and regulations affecting the issuance of applicable permits.

Communicate effectively orally and in writing.

Operate a personal computer and use applicable software.

Make accurate mathematical computations.

Maintain computerized and manual files and records and file alphabetically, chronologically and numerically.

Understand and carry out oral and written directions.

Establish and maintain effective work relationships with persons contacted in the course of work.

Read and write at the level required for successful job performance.

Use good judgment and make sound decisions in accordance with established procedures and policies.

Meet the public with courtesy and tact.

Perform a variety of difficult, complex tasks with little or no supervision.

**A typical way to obtain the knowledge and abilities is as follows:**

**Education:**

Graduation from high school. Supplemental classes in building construction or engineering are helpful but not required.

**AND**

**Experience:**

Three years of general clerical experience at the level of Clerical Assistant III or equivalent to include two years of substantial public contact work.

**Physical Tasks and Working Conditions Include the Following:**

Work is performed in an office and/or public/front counter environment and requires sitting and/or standing for prolonged periods of time and using a computer keyboard and screen. The incumbent deals face to face with the public in situations which can be stressful and walks, kneels, crouches and twists. The incumbent climbs ladders to access plans and reaches, bends, grasps and moves boxes of files and other items weighing 30 pounds or less. The incumbent must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

**Special Requirements:**

Type at a speed necessary for successful job performance.

Must be able to work a flexible schedule to accommodate City needs.

**Fair Labor Standards Act Designation:** Non-exempt.

Revised and Title Change January 2002  
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