



Permit Technician

Class Specification

Revised 9/23

Class ID: 700

Unit: NAME

Probation: 6 Months

FLSA: Non-Exempt

DEFINITION

Under general supervision, performs a wide variety of technical, paraprofessional support, and customer service duties related to building permit applications; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Chief Building Official. Exercises no direct supervision.

DISTINGUISHING CHARACTERISTICS

This is a journey level classification in the Permit Technician series. Incumbents assist architects, contractors, and the public with accepting, processing, and tracking applications for building permits, calculating, and collecting permit fees, and issuing over-the-counter permits. This classification is distinguished from the next higher classification of Senior Permit Technician by the level of responsibility assumed, complexity of duties assigned, independence of action taken, and the responsibility of lead direction to other technical staff.

EXAMPLES OF JOB FUNCTIONS (Illustrative Only)

Advise and assist architects, contractors, developers, engineers, and the public at the front counter, in writing or by phone regarding building and permit requirements, including, permit and plan check fees, plan review and plan check filing procedures and processing, and permit status.

Review minor applications for conformance with local, state, and federal regulations, ordinances, policies, and guidelines; accept and review building permit applications for completeness and accuracy including entering information into database; approve and issue administrative over-the-counter permits.

Calculate various fees, prepare fee estimates, and apply fees to permits or other development review billings; enter, track, and prepare permit data activity, develop reports of payments.

Perform over-the-counter plan reviews of small residential construction projects.

Accept and process inspection requests.

Assist in the training of Administrative Support Specialists.

Develop check lists and procedures relating to the Permit Technician's duties; prepare various reports.

Route plans and gather comments for distribution to other City departments and outside agencies for plan review.

Research and respond to public inquiries, including research of permitting records.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of plan checking and building permit approval process.
- Policies and procedures of fees assessment.
- Filing and permit tracking systems and record keeping.
- Principles and practices of effective customer service and business writing.
- Current office methods, procedures, computer equipment, and computer software applicable to assignment.

Skill or Ability to:

- Work on several tasks at the same time, plan and organize workload, and meet deadlines.
- Read and analyze simple plans and construction drawings.
- Interpret, implement, and explain rules, regulations, policies, and procedures.
- Work independently within established policies and procedures.
- Use a personal computer and software relative to this classification.
- Accurately calculate and detail out various timelines, fees, and processes to communicate to all customers.
- Perform detailed review of permit submittals and responses to ensure completeness and conformance to processing requirements.
- Deal tactfully, courteously, and effectively with internal and external customers.
- Respectfully and effectively collaborate with a variety of people of varying backgrounds and roles. Demonstrate tact, professionalism, and diplomacy.

Education and Experience:

Any combination of education and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Possession of a high school diploma or equivalent, and two (2) years of increasingly responsible support experience with a public agency working in building inspection, planning, or engineering or equivalent private sector experience with a high level of public contact and experience explaining procedures and regulations.

License and Certificate:

- This classification requires the ability to travel independently within and outside of City limits.
- Possession of a Building Permit Technician certification from the International Code Council within the probationary period and throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently sit for prolonged periods of time, bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Standing in and walking between work areas is frequently required. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.