



August 2012

## **PERMIT TECHNICIAN**

### **DEFINITION**

Under general supervision, performs a variety of technical, paraprofessional, and clerical duties in support of the services and activities of the Community Development Department; explains ordinances, requirements, city codes, and department procedures to building contractors, architects, engineers, builders, and the general public pertaining to land development and improvement, permit requests, and concerns; assists the public, higher level technical staff, and professional staff in the application process for building, planning, and engineering permits and other developmental processes; assists higher level technical staff, and professional staff in processing construction plans for commercial and residential projects; enters data into the permit software system; reviews plans for the purposes of establishing valuation and computing plan check and various other fees; issues over-the-counter permits; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned professional, supervisory, or managerial personnel. Exercises no direct supervision of staff.

### **CLASS CHARACTERISTICS**

This is the journey-level class in the permit technician series that is fully competent to perform a variety of responsible duties to assist in the provision of City services for the public. Incumbents with well-developed office support skills and basic technical and paraprofessional skills are expected to learn and perform more complex technical, paraprofessional and clerical tasks related to permit processing, approval, and issuance spanning the planning, building and engineering specialties. Incumbents also learn complex specialized rules, regulations, policies, procedures, and activities related to the Community Development Department and to apply them independently. This class is distinguished from the office support classes by the performance of difficult, technical, and/or specialized duties that require application of a larger base of technical knowledge and skill in addition to standard office support skills. This class is further distinguished from the Senior Permit Technician in that the latter is responsible for technical and functional direction over lower-level staff and is capable of performing more advanced duties assigned to the department.

**EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

*Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.*

- Provides appropriate information regarding processes, procedures and requirements for obtaining planning, engineering, and building permits to the public including homeowners, developers, and contractors in person and over the telephone.
- Conducts building, planning, and engineering permit processing; reviews permit applications, plans, specifications, and supporting documents for completeness and compliance with legal standards and city requirements; calculates and reviews permit fees; prepares bills, collects fees, and issues receipts; issues permits following established guidelines.
- Completes planning and building review approval process on plot and site plans to ensure code compliance; resolves moderately complex issues of compliance; reviews and approves plans and accompanying documents on over-the-counter permits; routes information to appropriate city departments.
- Researches and provides land use, building, and zoning information including, storm and sanitary sewer locations, land use development, permit history, contractor information, and other technical information and data.
- Provides and interprets information from plans, permit database system, Geographical Information System (GIS) and maps, including plat notations, easements, and recorded information.
- Ensures reimbursement district compliance for sewer permits.
- Performs a variety of general administrative duties in support of the Community Development Department; establishes and maintains filing systems; creates and modifies forms as necessary; organizes and assembles documents; files and catalogues maps, photos, and other planning exhibits and documents.
- Prepares a variety of written correspondence, reports and other written materials; distributes reports internally and to various governmental offices.
- Enters and maintains data in the department's permit database, and for incorporation into the Geographical Information System (GIS), the city's website, and other information systems of the department.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.
- May provide training to new employees and input to supervisor regarding accomplishment of training objectives.
- Provides notary services as needed.
- Performs related duties as required.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization, procedures, and operating details of the Community Development Department.
- Applicable Federal, State and local laws, codes, regulations, policies, technical processes, procedures, and requirements related to building, engineering, land use, and/or urban planning, sufficient to answer questions and provide information to the public; applicable zoning and related laws and regulations.
- Business letter writing and basic report preparation.
- Business arithmetic and basic statistical techniques.
- Record keeping and cash management principles and procedures.
- Modern technical, paraprofessional and clerical practices, methods, and procedures, including the use of standard office and computer equipment.
- Computer applications related to the work including word processing, Geographic Information System (GIS), database and spreadsheets.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service the public, vendors, contractors, and City staff, in person and over the telephone.

### **Ability to:**

- Understand and explain city policies, procedures, fees, and basic planning and building codes and regulations to the general public, permit applicants, and city staff.
- Read and interpret plans, specifications, related construction documents, and maps.
- Calculate square footage, fees and/or penalties from plans, and fees for zoning permit applications.
- Perform detailed, technical, and specialized paraprofessional planning and zoning and/or permit support work.
- Perform the full range of office and administrative support duties and tasks.
- Respond to and effectively prioritizing multiple phone calls, walk-up traffic, and other requests and interruptions.
- Compose correspondence and reports independently or from brief instructions.
- Establish, maintain, and research files; utilize and maintain a variety of filing, record keeping, and tracking systems.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Make accurate arithmetic, financial, and statistical computations.
- Operate modern office equipment including computer software such as word processing, database, and spreadsheet applications.
- Make sound, independent decisions within established policy and procedural guidelines.

- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Education and Experience:**

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

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and two (2) years increasingly responsible technical, or paraprofessional support experience in a municipal or county building, engineering, or planning department or equivalent private sector experience.

**Licenses and Certifications:**

- Designation as a Notary Public in the State of Oregon or ability to obtain designation within six (6) months of the date of entry into the position.

**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. Standing and walking in work areas is frequently required. 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 occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

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.