



August 2012

PERMIT TECHNICIAN ASSISTANT

DEFINITION

Under direct supervision, performs a variety of basic technical and paraprofessional duties as well as general clerical duties in support of the services and activities of the Community Development Department; explains permit processes and department procedures to building contractors, architects, engineers, builders, and the general public pertaining to land development and improvement, permit requests, and related concerns; serves as liaison between city staff and customers and assists the public in the application process for building, planning, and engineering permits and other developmental processes; assists in issuing permits for commercial and residential projects; calculates, accepts and accounts for fees and payments; enters data into the permit software system; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

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

CLASS CHARACTERISTICS

This is the entry-level class in the permit technician series. Initially under close supervision, incumbents learn and perform a wide variety of technical, paraprofessional and clerical tasks related to permit intake and processing, cashier duties and coordination of department work including permit processes and related issues spanning the planning, engineering, and building specialties. Incumbents also learn basic specialized rules, regulations, policies, procedures, and activities related to the Community Development Department and utilize them to assist customers and higher level technical and professional staff. This class is distinguished from the office support classes by the performance of 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 Permit Technician in that the latter performs more complex duties that require additional knowledge, skills, and experience, and functions without direct supervision.

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.

- Utilizing established guidelines, provides basic 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.

- Maintains a working knowledge of technical and specialized rules, regulations, policies, procedures, and activities in order to direct questions and inquiries related to such technical and specialized rules to the appropriate staff.
- Accepts and processes basic permit applications, plans, and supporting documents and assists higher level technical and professional staff with building, planning, and engineering permit processing; performs limited reviews of permit applications, plans, and supporting documents for completeness and compliance with legal standards and city requirements; routes information to professional staff; monitors permit counter work flow processes; issues completed permits following established guidelines.
- Calculates, reviews, receives, and processes payment for permit fees and issues receipts; posts payment information to departmental, fiscal, or other records according to standard procedures; handles and balances cash drawer to appropriate accounts and reconciles reports; establishes and maintains payment installment contracts.
- Receives, reviews, and routes applications for reimbursement district compliance for sewer permits.
- Provides basic information from plans, permit database system, Geographical Information System (GIS), and maps, including plat notations, easements, and recorded information, to the public and higher level technical and professional staff.
- 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 or city.
- Performs a variety of general administrative duties in support of the Permit Counter and Community Development Department; creates and modifies forms as necessary; organizes and assembles documents; files and catalogues maps, photos, and other planning exhibits and documents; maintains appointment calendars, including pre-application conferences, over-the-counter plan review, and others as assigned.
- Maintains file, index, and record keeping systems requiring sorting, filing, searching, retrieving, and distributing records or other documents as directed; logs in documents for public record.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail; receives shipments; compares packing slips with received goods; matches invoices with packing slips to assure accuracy; prepares outgoing mail and shipments.
- Provides notary services as needed.
- Performs related duties as required.

QUALIFICATIONS

Knowledge of:

- Basic business arithmetic and statistical techniques.
- Record keeping and cash management principles and procedures.
- Basic modern technical, paraprofessional, and clerical practices, methods, and procedures, including the use of standard office and computer equipment.

- Basic 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:

- Learn basic organization, procedures, and operating details of the Community Development Department.
- Learn basic 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 provide prepared information to the public or to direct questions and inquiries to appropriate higher level technical and professional staff.
- Understand and explain city policies, procedures, and fees to the general public, permit applicants, and city staff.
- Read and understand plans, related construction documents, and maps well enough to perform basic interpretations and measurements.
- Determine applicable fees and/or penalties from plans and zoning permit applications.
- Perform basic technical and specialized planning and zoning and/or permit support work.
- Perform the full range of office and administrative support duties and tasks.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests and interruptions.
- Make accurate arithmetic and financial computations.
- Establish and maintain 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.
- Operate modern office equipment including computer software such as word processing, database, and spreadsheet applications.
- Organize and prioritize various and multiple tasks in an effective and timely manner.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, and prudence 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 (12th) grade and one (1) year of varied technical, clerical 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 the ability to become designated as Notary Public, within six months of date of hire into 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.