



August 2012

SENIOR PERMIT TECHNICIAN

DEFINITION

Under general supervision, performs a variety of advanced technical, paraprofessional and clerical duties in support of the services and activities of the Community Development Department; explains permit processes, 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 and professional staff in the application process for building, planning, and engineering permits and other developmental processes; assists 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. May exercise technical and functional direction over and provide training and guidance to staff as assigned.

CLASS CHARACTERISTICS

This is the advanced journey-level class in the permit technician series that is fully competent to perform a variety of complex technical and paraprofessional duties to assist in the provision of city services for the public. Incumbents troubleshoot problems and perform the more complex technical and paraprofessional duties as well as provide training, guidance, and technical and functional direction to staff as assigned. This class may also be assigned to special projects and additional administrative responsibilities. This class is distinguished from the office support classes by the performance of difficult, technical, complex, and/or specialized duties, which require the application of a larger base of technical knowledge and skill in addition to standard office support skills. This class is further distinguished from the Permits Coordinator in that the latter is responsible for coordinating the development process and facilitating communication and cooperation between the public, city staff, and other agencies and performs the most complex duties assigned to the function.

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 technical and functional direction to assigned staff; reviews and controls quality of work; participates in performing complex permit processing and other paraprofessional duties.
- Trains employees in work principles, practices, methods, policies, procedures, and applicable Federal, State, and local laws, rules, and regulations; provides input to the supervisor regarding accomplishment of training objectives.
- Assists in the implementation of goals, objectives, policies, procedures, and work standards including recommending improvements.
- 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, street classifications, land use developments, permit history, contractor information, and other technical information and data.
- Maintains traffic count and benchmark survey information; researches and determines vicinity maps of requested survey areas and provides information, copies, and vertical network survey descriptions to customers.
- Provides and interprets information from plans, permit database system, Geographic Information Systems (GIS) and maps, including plat notations, easements, and recorded information.
- Ensures district reimbursement compliance for sewer permits.
- Performs a variety of general and advanced 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 Geographic 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.
- Provides notary services as needed.
- Serves as the Permit Coordinator in his/her absence.
- Performs related duties as required.

QUALIFICATIONS

Knowledge of:

- Basic principles of supervision and training.
- 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:

- Plan, schedule, assign, and oversee activities of staff; train staff in work procedures.
- 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 clerical support duties and tasks.
- Respond to and effectively prioritize 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 (12th) grade and four (4) years increasingly responsible technical or paraprofessional 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.