

**PERMITS TECHNICIAN****DEFINITION:**

Under general supervision, the Permits Technician performs varied and increasingly responsible clerical and administrative functions; coordinates the review and acceptance of building permit applications; issues permits; maintains records; prepares reports; and does related work as required.

This position is the journey-level position. It is expected to perform the full-range of permits technician duties after an initial learning period. This class is distinguished from the Senior Permit Technician class in that the latter serves as a lead person with responsibility to train, assign and review the work of lower-level staff assigned to the unit.

**ESSENTIAL JOB FUNCTIONS:**

The listed tasks are essential for this position and may include, but are not limited to, the following: Provide general zoning, building right-of-way, and related code information to permit applicants and the general public; receive and respond to inquiries at the service counter and on the telephone; review permit applications for completeness; issue permits for work to be performed; coordinate plan distribution, processing, and permit issuance with other departments; calculate fees; maintain permit, fee, insurance, and license records, logs, and files; answer department phones and assist clerical staff; develop and maintain information sheets for the public. May be required to work shifts, weekends, and/or holidays.

**QUALIFICATIONS:**

**Training and Experience:** Requires a high school diploma or G.E.D. and three years of increasingly responsible office support experience. Additional technical training or experience working with construction plans, building codes or related administrative work is highly desirable.

**Knowledge, Skills, and Abilities:** Requires knowledge of building/construction activities and services; basic requirements of building/construction codes; standard procedures of record-keeping and filing; and the ability to learn and interpret building records and plans; answer building inquiries accurately, with firmness, tact, and courtesy; work effectively with the public in face to face interaction and over the telephone; learn and apply office policies, procedures, and equipment; do simple mathematical calculations; and maintain cooperative work relationships with others. Strong customer service commitment and proficiency with personal computer systems are preferred.

**PHYSICAL DEMANDS AND WORK CONDITIONS:**

While performing the duties of this job, the employee frequently stands, sits, uses a telephone and personal computer with a VDT screen; will stoop, balance, kneel or climb ladder to obtain files; and occasionally use arms, legs and back to lift and/or move up to 25 pounds. Vision abilities required by this job include close vision, and the ability to adjust focus. Work is performed mostly in an office setting.