



Job Title: Permit Technician

Department: Community Development

General Description:

The Permit Technician serves as the first point of contact for the Community Development Department, serving the public and registered contractors within the City; provides customer service to the public; responds to public disclosure request; processed permit applications; and perform other related duties.

This is the entry level in Permit Technician job series. Incumbents will gain basic technical permitting knowledge and may be granted greater independence as further experience is gained.

Essential Job Functions:

- Responds to routine permitting inquiries and provides customer service to the public at the permit counter and via telephone, email, and/or facsimile.
- Processes or schedules inspection requests and coordinates with the Building Official or other City Staff routinely.
- Receives and processes various types of permit applications; reviews applications for accuracy and completeness.
- Researches and communicates the status of permits to applicants.
- Maintain alphabetical and numerical files as necessary for proper record keeping.
- Creates permit files and distributes applications for review; updates and maintain permitting records; tracks and reports on permit activity; determines, collects, and receipts permit fees; process Certificates of Completions.
- Reports all complaints and other emergency information to the proper City staff in a timely manner.
- Assists, when necessary, other staff members in the department during intense work cycles and/or emergency situations.

Minimum Qualifications:

- Typical administrative practices and processes associated with local government offices or functions, proficient knowledge of computer systems and office machines used by the department.
- Able to establish and maintain an effective working relationship with other staff, outside agencies, contractors, engineers, architects, and the general public.
- Communicating effectively verbally and in writing.
- Able to perform multiple tasks efficiently meeting deadlines while maintaining a pleasant and courteous demeanor in a fast-paced environment.

- Ability to organize, prioritize, and carry out office work with no supervision.
- Maintain a professional appearance and attire.
- Maintain regular attendance.

Education and Experience Required:

- High School diploma or G.E.D equivalent
- Minimum two (2) years general clerical experience; Building Department work preferred.

Essential Physical Skills:

- Valid Driver's License with satisfactory driving record, as defined by City policy.
- Acceptable vision (with or without correction).
- Acceptable hearing (with or without correction).
- Ability to communicate orally.
- Ability to sit at a desk and view a screen display for extended periods of time.
- Ability to lift up to 20-25lbs.
- Ability to stand for extended periods of time.

Environmental Conditions:

- Work in office environment.