

PERMIT TECHNICIAN

JOB PURPOSE AND SUMMARY

This position serves as first contact for customers (citizens, developers, etc.) regarding the requirements, policies and procedures of land-use and building permits and related technical services and information. Serves as a liaison between the public and technical/professional staff. Provides general information about other divisions within the department to customers and refers them to appropriate outside agencies as necessary. Emphasis is on providing comprehensive customer service to ensure accurate and efficient response to requests. Customer contact occurs by walk-ins, phones, electronic mail, and postal mail. The customer service focus provides a foundation for all technical work and processes.

CLASSIFICATION DISTINCTIONS

This is the journey-level classification of the Permit Technician job family. It is distinguished from the Assistant Permit Technician level in that incumbents at this level are expected to possess and apply all requisite knowledge, skills, and abilities to address and process nearly the full range of building and land use permits with minimal supervision and/or assistance.

Work at this level requires extensive technical knowledge of permit requirements and incumbents use significant judgment in interpreting and applying codes, department policies, regulations, and precedents to specific cases or problems. Results of work affect the accuracy, reliability or acceptability of processes or services within the work unit and department. Incumbents are also expected to possess and apply substantial skill, judgment, and tact in addressing customer service concerns. Employees must be able to explain technical processes and information to customers in non-technical terms, and use active listening techniques to verify customer questions and requests. Incumbents must also be able to perform research, be thoroughly proficient with the computerized tracking system and be able to refer customers to appropriate departments and/or outside agencies according to their requests and needs. This position reports directly to the Customer Service Manager.

The Permit Technician is alternately staffed with an Assistant Permit Technician. Incumbents at the Assistant level are eligible for promotion to this level with manager approval when they fully meet the requirements at the Assistant level.

ESSENTIAL JOB FUNCTIONS

Responsibilities include, but are not limited to the following:

- Ensures customers receive friendly, comprehensive, accurate, and efficient service for requests and inquiries. Maintains a positive, professional approach to all customers, staff, and/or other interested parties.
- Demonstrates effective listening and communication skills to ensure customers understanding. Asks appropriate questions to gather all pertinent information before directing or advising customers on issues.

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- Acts proactively to inform and educate customers about County and related processes and procedures. Provides customers with all pertinent verbal and written information to try and ensure customers have a thorough understanding of the process.
- Builds appropriate rapport with customers to set a positive tone. Works to diffuse angry customers without heightening the situation.
- Receives, reviews, and processes a variety of land-use and building permit requests and applications. Assists general public in completion of these forms and documents. Refers public to appropriate agencies as necessary.
- Interprets building and land-use codes including stormwater, zoning, and environmental issues.
- Issues building permits after reviewing, analyzing, and researching applications that have gone through the development review process for ordinance compliance and conditions of approval.
- Issues certificates of occupancy for residential and commercial buildings.
- Calculates fees for all building permits and land use applications.
- Reviews and analyzes legal descriptions, legal documents, conveyances, and other information to determine the legal lot status of parcels of land.
- Reviews all land use and building applications for completeness (counter complete).
- Responds orally or in writing to inquiries of a routine nature concerning land use and building codes.
- Processes Type I applications, which include reviewing for compliance with county codes, and preparing staff reports and decisions for the customer. Type I applications include but are not limited to boundary line adjustments, legal lot determinations, sign permits, and Planning Director reviews.
- Utilizes the County's geographical information system and the permit tracking system.
- Operates a variety of office equipment such as computer terminal, cash register, 2-way radio, FAX machine, calculator and copier.
- Serves as a liaison between the public and technical/professional staff
- Assists the public by providing general information regarding all of Community Development's functions and/or divisions.
- Other duties may be assigned.

QUALIFICATIONS

- High school diploma or GED. Additional related college coursework or a degree is desirable.
- Three years of experience emphasizing or including intensive public contact, customer service, interpretation and explanation of complex regulations and use of modern office technology.
- A minimum of one year of experience and training in building codes and permit processes or other aspects of planning, zoning review, code enforcement, or land development.
- Other combinations of education or experience which would demonstrate the ability to perform the work will be considered.

Knowledge of... laws, county codes, ordinances, and policies governing urban planning, land use and building codes; the objectives, principles, and techniques of urban and rural planning and land use control; land use and building permit processes, procedures and requirements; computer permit tracking system and geographic information systems (GIS) programs; standard office practices and procedures; business English; record keeping methods and procedures.

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Ability to... interpret legal documents such as zoning codes, ordinances, resolutions, and legal descriptions; organize, record, and tabulate technical information; accurately explain policies, procedures, laws, regulations, codes and ordinances, both orally and in writing; read and interpret maps, drawing of plots, building sites, water and sewage systems; apply sound judgment in making decisions independently in accordance with established policies, procedures, and regulations; effectively maintain harmonious relationships with customers, including co-workers; diffuse difficult or highly charged situations; follow oral and written instructions; operate standard office machines and equipment.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Work is performed primarily in an office setting at a customer service counter/area. Public contact is heavy, at the counter and on the telephone, accounting for up to 85% of time spent on the job. Incumbents are assigned to work at the counter on a rotating basis. The counter is approximately 42 inches high and incumbents typically stand at least 75% of their time. Working at the counter entails constant interaction with customers. Incumbents must listen, speak, read and interpret information from written sources and on the computer. The incumbent spends a significant amount of that time retrieving information from the computer, requiring repetitive motion of the hand and wrist, and retrieving information from remote file locations, requiring walking, climbing stairs, bending, crouching, reaching and lifting files and objects up to 24 pounds in weight. When not assigned to the counter, incumbents work at a desk, returning phone calls, processing information on the computer, and/or retrieving information from remote file locations.

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Office use: 6/20/00