

JOB DESCRIPTION

JOB TITLE: Permit Technician

JOB NO: CL054116

JOB FAMILY: Clerical

FLSA: Non-Exempt

SAFETY SENSITIVE: No

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

GENERAL SUMMARY

To perform a wide variety of highly responsible and complex technical and specialized clerical duties in support of the Building Inspection Division including permit processing involving the initiation, processing, and maintenance of legal documents, correspondence, drawings, and statistics; and, to provide professional, effective and efficient public service assistance to the general public.

When assigned to Community Development Block Grant (CDBG): To provide highly responsible secretarial support to the CDBG neighborhood revitalization program by maintaining related databases and files; coordinating the Rental Certificate of Occupancy (RCO) program activity in CDBG neighborhoods such as maintaining landlord database; mailing rental property certificates of occupancy; preparation and dissemination of monthly reports; coordinating water cut-off calls with the Water Division and by providing the best possible customer service with particular expertise in the CDBG areas.

SUPERVISION

General supervision is provided by the Senior Administrative Supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. All behaviors comply with the Code of Conduct & Rules of Behavior outlined in chapter 8 of the General Government Policies and Procedures Manual.
2. Prepare and review a variety of memorandums, correspondence, reports, public notices, permits and documents as assigned; complete various forms; prepare and distribute reports for review and use; prepare and maintain a variety of forms used by the Building Inspection Division or Community Development Department.
3. Calculation of permit and license fees for contractors and homeowners; small permit (i.e., electrical, plumbing and/or mechanical) approvals and verifications; verification of plans and drawings for completeness before acceptance for the permit process.
4. Coordinate a variety of information with utility companies including the service release of all new, single family residences and commercial facilities.
5. Screen and direct calls and public visitors; provide customers with permit information including quoting of fees and suggesting types of permits needed; answer questions and provide information to the public, including pertinent federal, state and local laws, codes and regulations, particularly those applicable to Building Inspection and Environmental Code; receive citizen complaints and questions and refer to appropriate department or division staff member for resolution.

6. Prepare and maintain a variety of complex files and filing systems including personal computer files; prepare, maintain and update various records including permits, Certificate of Occupancies, contractor registrations and license verifications; research and verify information as necessary.
7. Collect and prepare commercial and residential packets of information for developers and contractors; prepare materials and correspondence for distribution within the City and to other related external businesses and governmental agencies; research information as necessary including microfilm archival data; photocopy, mail or fax materials as necessary.
8. Coordinate a variety of information with contractors and homeowners including registrations and license verifications and enter into the computer system as required.
9. Administer Homeowners Electrical Exams and maintain files accordingly.
10. Prepare mail and process Apartment License applications and renewal of licenses.
11. Provide invoices for all permit fees; balance charged permits; report and coordinate collection of permit fees with Cashier and Tax Department.
12. Sort and distribute incoming and outgoing mail.

When assigned to Community Development Block Grant (CDBG):

1. Provide highly responsible secretarial support to the CDBG neighborhood revitalization program by maintaining related databases and files; coordinating the Rental Certificate of Occupancy (RCO) program activity in CDBG neighborhoods such as maintaining landlord database; mailing rental property certificates of occupancy; preparation and dissemination of monthly reports; coordinating water cut-off calls with the Water Division and by providing the best possible customer service with particular expertise in the CDBG areas.

OTHER DUTIES AND RESPONSIBILITIES

1. Oversee and participate in technical support work to assist designated department staff in the completion of their duties and responsibilities.
2. Operate a variety of office equipment, including computers, facsimile, photocopy, and microfilm machines.
3. Verify the work of co-workers for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.
4. Participate in annual department budget preparation.
5. Operate remote radio and paging systems, maintain contact with inspectors, dispatch personnel to duty stations as needed.
6. Prepare and maintain statistical data as assigned.
7. May maintain and update inventory records.
8. Perform other duties as assigned.

MINIMUM JOB REQUIREMENTS

EDUCATION

High School Diploma or GED.

EXPERIENCE

One year of increasingly responsible clerical experience requiring public contact and the interpretation of rules and regulations; type 35 WPM.

LICENSES AND CERTIFICATES

None required.

COMPETENCIES

An employee's performance will be evaluated based on five competencies.

1) Job knowledge; 2) Teamwork; 3) Customer Service; 4) Flexibility; 5) Work Ethic.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Proper public contact and telephone etiquette.

Modern office procedures, methods and computer equipment.

English usage, spelling, grammar and punctuation.

Basic arithmetic principles.

Alphabetical and numerical filing.

Basic business letter writing and report preparation.

Basic principles and procedures of record keeping.

Skill in:

Typing a variety of correspondence and documents.

Operating a variety of office equipment including typewriters, computers, facsimile machines, photocopiers, and adding machines.

Ability to:

Tactfully respond to requests and inquiries from the general public.

Learn City and department policies and procedures.

Simultaneously perform a variety of clerical functions.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Flexibly adapt to a variety of work situations and interruptions.

Provide prompt, courteous service to the public.

Organize work for appropriate and timely completion.

Prepare and review a variety of correspondence and reports.

Type at a speed necessary for successful job performance.

Work independently in the absence of supervision.

Speak in a clear, pleasant and courteous voice.

Communicate clearly and concisely, both orally and in writing.

Pass a medical physical examination and drug test.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

Maintain effective audio-visual discrimination and perception needed for:

- *making observations*
- *reading and writing*
- *communicating with others*
- *operating assigned equipment*

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *bending, stooping, and twisting at the waist*
- sitting, standing and walking for extended periods of time

Director of Human Resources

Date

Department Director

Date

DATE ISSUED: March 1999

REVISION DATE: July 2002; May 2009