

CLASSIFICATION ADDENDUM

Job Title: Permit Technician

Classification Specification: Management Support Technician

Barg Unit: OPE

Pay Grade: B21-B22

*This classification **addendum** further clarifies job specific duties and requirements of a job within a particular classification. Note: The classification specification document is to be referenced and this document utilized as the addendum (supplement). It is intended to provide additional information, where needed, and is not intended to provide an exhaustive list of duties and responsibilities; specific position assignments will vary depending on business needs.*

Essential Characteristics and Duties Addendum

Permit Technician is the entry level of the Permit Series. Under the supervision of the Office Supervisor and Associate Managers, the Permit Technician performs moderately complex clerical and limited para-technical work. Assists with permit applicants and others by phone, in person, and online while applying the various regulations, codes, and permit requirements applicable to the development and planning permitting processes. Interprets and explains policies and regulations accurately and tactfully to the public while assisting with the completion of building and land development applications. Calculates and collects fees and provides cashiering functions for a wide variety of DPW transactions including building permits, land use permits, business licenses, and other miscellaneous fees.

Qualifications Addendum

An entry-level person would be expected to possess the following or any equivalent combination of knowledge, skills, education and experience in order to successfully perform the job.

Training & Experience:

- Contributing: One (1) year of experience performing customer service, or performing non-technical permitting, or clerical/administrative functions in support of permits, plan review or inspection processes.
- Journey: Two (2) years of experience directly related to development permitting performing customer service, or performing non-technical permitting, or clerical/administrative functions in support of permits, plan review or inspection processes.

Licensing and/or Certification Requirements:

- N/A

Knowledge:

- Procedures and techniques of basic permit processing;
- Familiarity with basic cash handling and reconciliation practices;
- Customer Service principles and practices including conflict resolution;
- Processes for compiling and analyzing data for special projects.

Skills: *(Demonstrated skill in performing the following)*

- Prioritize work and coordinate several activities simultaneously despite frequent interruptions;
- Learn permit processing, and related building inspection, land use and planning terminology;
- Review policies and procedures to ensure compliance with city ordinances and laws;
- Interpret and explain policies and regulations accurately and tactfully to the public;
- Respond to public relating to the status of projects and permits.

Qualifications Addendum

Qualification For Grade Progression:

B21- Contributing: Permit Technician I
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B22- Journey: Permit Technician II

Physical Requirements Addendum

Sedentary Work as defined in the classification specification.
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Addendum History

Created: 2014.09