

**MAJOR FUNCTION**

This is responsible technical, clerical and public contact work in the preparation and processing of various types of building and environmental permits. Work involves answering all technical questions regarding requirements for submitting permit applications; reviewing permit applications to determine adherence to internal procedures and external polices, applying appropriate technical considerations; entering data from permit applications into permitting system and generates reports to equip management with information to make decisions. Considerable public contact is involved in the issuance of the permits, requiring the exercise of patience, tact and good judgment. Instructions are received from a supervisor on new assignments and on matters of policy. Work is performed under the general administrative direction of an administrative supervisor. Work is reviewed by observation of results obtained, and conversation. Position also handles the daily balancing of revenues received for in-house and online permitting. Assisting applicants with registration and online permitting needs. Performs the final quality review and approval of all building permits prior to permit issuance as well as performing a quality review of all temporary and permanent Certificate of Occupancies, ensuring all fees, reviews and codes are adhered to. Work also involves considerable knowledge of the City's Utilities Customer Information System (CIS) where this position processes water, sewer and gas work orders, creates and replicates premises and adds service points in accordance with Utilities guidelines and procedures.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Enters information from permit applications into permitting system to determine types of reviews necessary for the projects and to determine when projects are scheduled for review, status of projects, number of dates for review, cost of review, permit number and issue date. Generates reports and charts to equip management with information to make decisions. Receives information from plans reviewers to produce a list of projects that need to be reviewed. Files plans for commercial projects and enters appropriate data . Receives permit applications from clerical assistants, reviews and enters relevant data and forwards to plans reviewers. Verifies permits issued and compares with permit application. Verifies contractors' business license and insurance coverage. Verifies availability of water and sewer services for the issuance of sewer taps and service charges. Answers all technical questions regarding requirements for submitting applications for all types of permits. Responsible for final review and processing of all submittals for building permits, limited partitions, site plans, concurrency applications and environmental management permits and apply permit policies, rules and regulations, codes, ordinances, and statutes. Assists builders, contractors, and property owners in making application for various permits and advises applicants of requirements. Answers questions pertaining to the progress of permits and advises applicants of data and submittals needed at locations to have requirements checked. Receives applications/plans and reviews items for completeness. Assures that permit applicants have obtained all pre-approvals, i.e., Land Use Compliance Certification, Solid Waste, City Utilities, Environmental and Concurrency. Reviews permit application forms for completeness and assures that submittals are attached. Coordinates or oversees completion of applications for roofing, mobile home set-ups, pool permits, and environmental permits. Determines and calculates various permit fees. Calculates and collects plan review fees. Processes all applications/plans and re-submittals that are received by mail. Performs related work as required.

**Other Important Duties**

Serves in the absence of related lower or higher level positions. May assist lower level positions in processing permit applications pertaining to plumbing, mechanical, electrical and gas construction. Logs in plans and permit information. Makes recommendations to the administrative supervisor related to customer and staff training, develops strategies to implement changes taking into consideration the impact of the customer and the Permit Service Center team. In the absence of the Supervisor this position becomes the acting supervisor, ensuring the Permit Technicians adhere to

the general guidelines and expectations, as well as monitoring work schedules to ensure adequate coverage. Performs related work as required.

### **DESIRABLE QUALIFICATIONS**

#### Knowledge, Abilities and Skills:

Considerable knowledge and understanding of common technical terms utilized in the construction industry. Considerable knowledge of permit policies, rules and regulations, codes, ordinances and statutes. Ability to assemble and organize data, prepare reports and keep moderately complex records. Ability to make arithmetical computations with speed and accuracy. Ability to establish and maintain effective working relationships as necessitated by the work. Skill in the use of microcomputers and the associated programs and applications necessary for successful job performance.

#### Minimum Training and Experience:

Possession of a high school diploma or an equivalent recognized certificate and five years of clerical experience in any area or five years of paraprofessional experience in the construction or engineering field; or an equivalent combination of training and experience. An associate's degree in building construction or engineering field can be substituted for two years of the required experience.

#### Necessary Special Requirements

At the department director's discretion, must possess a valid Class E State driver's license at the time of appointment.

Established: 09-17-16