

TITLE: PERMIT TECHNICIAN
RANGE: \$4,831 - \$5,440

FLSA STATUS: NON-EXEMPT
UNIT: REPRESENTED

This description is intended to describe the general nature and level of work being performed by individuals assigned to positions in this classification. Sufficiently similar duties not specifically mentioned herein are not expressly excluded.

Summary:

The permit technician performs technical permit in-take and processing in support of the City's Community Development Division. This position performs a variety of technical and administrative tasks to expedite the processing and issuance of complex and routine permits. Incumbents accept, review, route, and issue permit applications for routine projects as well as large commercial projects. Incumbents utilize the permit application and tracking database, review applications for accuracy and completeness, determine permit fees, route plans for approval, and monitor and coordinate the processing and issuing of the City's building and land use permits in compliance with City policy and procedure. Duties include responding to inquiries about the permit application process, applicable codes, and inspection requirements. This position has continual contact with the public and interdepartmental stakeholders and works under pressure to meet deadlines.

Scope of Responsibility:

This is a journey-level classification responsible for performing the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Work is normally reviewed upon completion and for overall results.

Supervision Received/Given:

Receives general supervision from assigned supervisory or management personnel.

Essential Functions:

- Reviews, routes and issues permit applications for various City departments including street use, clearing and grading, building, plumbing, signs, mechanical and special events permits.
- Acts as primary contact for the City, tracks and answers questions related to status of permit applications; contacts applicant when permit is ready for issuance; communicates with personnel from other departments regarding status of permits; directs more technical questions to appropriate City staff.
- Assists the public in completing applications for building, planning and other permits issued

through Permit Trax; provides answers to technical questions posed by applicants concerning, zoning, building codes, fire codes, SEPA requirements, and other similar regulations; directs applicant to appropriate City staff as needed.

- Calculates and collects permitting fees due; provides statements of charges and receipts to the applicant and to the Finance Department.
- Receives, reviews, and processes a variety of forms, applications and plans necessary for issuance of development and construction permits.
- Prepares and enters technical data related to the issuance of specific permits; issues permits.
- Informs or instructs customers with regard to public records; distributes customer oriented informational literature; develops and maintains manuals and packets.
- Provides a variety of specialized and detailed information in person or on the telephone regarding permit requirements to realtors, developers, architects, contractors, engineers and the general public; acts as liaison and contact for larger developments.
- Performs minor plan review on small over the counter permits; prepares legal documents; provides sufficiency review for permit applications.
- Coordinates inspections; schedules pre-construction meetings; maintains city files.
- Coordinates and performs administrative duties to support department functions, including maintaining programs in compliance with City and department standards and protection of sensitive information.
- Functions as a hands-on administrator, working with colleagues to plan projects and coordinate day-to-day activities.
- Creates, summarizes, reviews, edits or distributes a variety of documents such as correspondence, reports, records, legal documents or forms.
- Performs research and prepares related reports.
- Coordinates and performs communications duties relating to public meetings or citizen committee functions, including setting up and taking down meeting facilities; works with members of the department or citizen committee representatives to prepare and publish notices, agendas, minutes, letters, memoranda, reports and other official department communications.
- Attends meetings, takes notes and prepares minutes.
- Provides general internal and external customer service, including answering department telephone and email, taking messages and resolving or referring issues to appropriate staff person.
- Coordinates and processes mass mailings, including composing documents, producing address lists and completing mailings.
- Creates, maintains and utilizes multiple databases and computer programs.
- Creates, maintains and utilizes official records, permits and reports, in both original and electronic formats; maintains filing systems by adding, deleting, purging and destroying records in accordance with established procedures.

- Provides administrative support to members of the department to include matters such as scheduling, travel planning, drafting and formatting communications, as well as responsibility for day-to-day office routines such as processing mail and ordering supplies.
- Performs related duties as assigned.

Knowledge of:

- City permit process, procedures and requirements.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Standard office practices and procedures, including the use of standard office equipment, basic record-keeping, and arithmetic.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Analyze, interpret and accurately review construction, land use and improvement applications and submittals.
- Route permit applications to the appropriate department or division based on technical details in the application.
- Work under pressure and/or with continual interruptions and complete work according to a varied schedule with a combination of immediate, short and long-term deadlines.
- Answer inquiries by phone, in person and by mail.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Maintain accurate logs, records, and basic written records of work performed.
- Operate modern office equipment including computer equipment and software programs.
- Make accurate arithmetic calculations.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

ADDITIONAL REQUIREMENTS:

- Possession of a valid Washington State Driver's License (or ability to obtain) and a driving record free of significant moving violations.

- Successful completion of a pre-employment background check is required.
- Ability to obtain Permit Technician certification from the International Code Council within one year of employment.

EDUCATION AND/OR EXPERIENCE:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Equivalent to graduation from the twelfth (12) grade and two (2) years of experience in customer service, bookkeeping, or general office work.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is performed in a busy office setting requiring sitting for long periods of time and occasionally standing at a public-facing counter. Work requires ability to talk, hear, and see including close vision. Work is performed in an environment with moderate noise. Position infrequently requires outdoor work which can include uneven and unstable walking surfaces, trip hazards and inclement weather conditions and may require driving a city vehicle. Attendance at meetings before or after work hours may be required.

Physical Requirements:

The employee must be able to discern voice conversation, perform continuous repetitive hand/arm movements including having hand-eye coordination sufficient to operate computers, keyboards, and other office equipment. The incumbent must possess the ability to push, pull, lift and carry objects weighing up to 40 pounds, and produce legible handwritten documents.

The City of Leavenworth is an equal opportunity employer.