

Engineering Technician II - req3365

Salary Range: \$44,000 - \$66,330. This is a non-exempt (hourly) position: Pay rates are based on education, skill, experience level and internal equity.

POSITION SUMMARY

Position functions as team lead for Code Enforcement Administrative Support and Residential Permit Facilitation staff. Responsibilities include training, assigning work, handling ACD calls and monitoring compliance to process standards and records management documentation requirements, issuing residential and commercial permits consistent with GS# 160A-417 and 153A-357. In the absence of the Supervisor, this position is a resource and lead to staff. This position has reporting, leadership, and customer service responsibilities.

WHO WILL I BE WORKING WITH?

The position will work with the general-public, county employees, and other agencies. This is an office position in a team environment. This position interacts with contractors, architects, engineers, property owners, and other Agencies related to residential and commercial construction projects. Customer interactions are in person, on the phone, and via email.

WHAT WILL I BE DOING?

This position will be received documentation on expired permits, issue replacement permits, schedule inspections, and answer questions regarding expired permits. This position will be troubleshooting and researching project information related to expired permits. This position will consult with contractors and property owners on Code Enforcement expired permit policies and procedures.

MORE ABOUT THE ROLE

Bilingual employees may be eligible to receive a bilingual pay premium.

ESSENTIAL FUNCTIONS

- Responsible for the assisting the supervisor with supervision of the staff, monitoring and tracking customer service deliverables, and achieving team performance metric.
- Responsible for assisting in the coordination and conducting of trainings for new and existing employees on processes; and keep staff current with system changes and procedures.
- Responsible for assisting the department by researching customer complaints and resolve escalated issues.
- Review permit packages and online applications for completeness and validate the submittals for permit issuance.
- Provide construction project information and technical data to the customers and coordinates processes associated with permitting and inspections.
- Assist the public, contractors, homeowners and/or other interested parties with a variety of inquiries and requests for information related to construction projects.
- Provide technical data for construction projects and other compliance data to Engineers, land surveyors, developers, and builders.
- Assist with special activities and projects, which may include responding to public record requests, assembling permitting and inspection information for customers and homeowners acting as contractors.
- Perform other related duties as required or assigned.

MINIMUM QUALIFICATIONS

Experience: Minimum of three years of progressively responsible experience in the area of assignment.

Education: Associate's Degree in Engineering, Construction, Surveying or Real Estate

Combination of relevant education and relevant experience accepted? Yes

Licenses and Certifications

Requires a valid North Carolina or South Carolina Driver's License

Must obtain and maintain a County Operator's Permit

PREFERRED QUALIFICATIONS

Complete/pass within one year of the hire date: Law and Administration Class (Code Enforcement Course)

Complete/pass within one year of the hire date: Code Precepts Class (Code Enforcement Course)

Experience in a team lead or supervisory role

Ability to quickly learn to use other software programs and program specific data entry systems

Experience as a in a permit facilitation role

Must be able to interact in a positive manner with the public by phone and in person, and to work with other staff as a team to accomplish work tasks

Notary Public certification

Customer Service or Call Center experience

Bilingual: Spanish

Proven track record in a quota-carrying role

Knowledge of the construction industry

ICC Permit Technician Certification

Applicable knowledge of N.C. General Statute §160D-1110 governing permitting

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of

- Applicable principles, practices, methods, and techniques used in assigned area of responsibility
- Mathematical concepts
- Engineering plans, specifications, and surveying work
- Applicable equipment utilized in the construction trades
- Applicable Federal, State and local statutes, codes, and regulations
- Recordkeeping principles and practices
- Databases
- Filing systems
- Customer service principles

Skills

- Completing paperwork and documentation
- Reviewing plans and/or specifications
- Performing a variety of engineering-related calculations
- Providing customer service
- Conducting site inspections
- Interpreting and enforcing regulations
- Reading and interpreting blueprints, sketches, and plans
- Performing mathematical calculations
- Providing customer service
- Maintaining records and filing systems

Abilities

- Building Partnerships: Identifying opportunities and taking action to build strategic relationships between one's area and other areas, teams, departments, units or organizations to help achieve business goals
- Customer Focus: Ensuring that the customer perspective is a driving force behind business decisions and activities; crafting and implementing service practices that meet customers' own organization's needs
- Leverage resources: Takes advantage of available resources (individuals, processes, departments, and tools) to complete work efficiently
- Managing Work: Effectively managing one's time and resources to ensure that work is completed efficiently
- Planning and Organizing: Establishing courses of action for self and others to ensure that work is completed efficiently
- Safety Awareness: Identifying and correcting conditions that affect employee safety; upholding safety standards

Computer Skills

- Proficient in various applicable computer programs including Microsoft Office Suite
- Proficiency in use of Microsoft Office products including Outlook, Teams, Word, Excel, and PowerPoint.
- Proficiency with Microsoft Windows XP operating system.
- Proficiency in file upload

WORK ENVIRONMENT

Moderate noise is typical for the work environment for this job.

REASONABLE ACCOMMODATIONS STATEMENT

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.