

Engineering Technician I - req3367

Salary Range: \$40,200 - \$60,300. This is a non-exempt (hourly) position: Pay rates are based on education, skill, experience level and internal equity.

POSITION SUMMARY

Performs general office administrative work, including answering the telephone, and provides project management support. This position, under direct supervision, is responsible for delivering frontline service to the LUESA Code Enforcement clientele by navigating through the complex systems of plan review, permitting and inspections.

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

- 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 two years of progressively responsible experience in the area of assignment.

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

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 Permit

Annual Motor Vehicle Record (MVR) check required

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)

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

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
- 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.