



Building and Zoning Permit Technician

Last Revision Date: 04/24/2019 (NEW)

SUMMARY:

Under the general supervision of the Director of Community & Economic Development, performs work of routine difficulty in assisting the public with applying for permits of all types; issuance of permits of all types; provides assistance with the City Zoning Ordinance; City Impact Fees; and other general Building Code processes; and performs related work and other duties as assigned.

Department: Community & Economic Development

Type of Position: Full-time

Hours: 40 hours/week

FLSA Status: Non-Exempt

Reports to: Community & Economic Development Director

Starting Salary Range: \$40,000 - \$55,000 (DOQ)

ESSENTIAL DUTIES AND RESPONSIBILITIES: *(Essential duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is similar, related or logical to the position.)*

- Assists the public applying for permits and accurately completing any other necessary documentation related to permits, and building & zoning requirements.
- Evaluates building permit, impact fees, and zoning related questions and explains permitting procedure and policies to the public.
- Acts as the contact person and handles correspondence between the customers, building permit staff, zoning coordinator, engineering department, fire district and other agencies and plan reviewers or consultants.
- Assists the public or land developers in applying for impact fees.
- Acts as the contact person for the general public regarding impact fee calculations and collection.
- Provides exceptional customer service to the public via the front counter, telephone, and/or email responses by providing thorough explanations and assistance with applications, processes, City Code, etc.
- Assist all department staff members in order to support the TEAM environment
- Performs basic zoning reviews in accordance with the City Zoning Ordinance as it relates to the permitting process.
- Monitors the status of all permit reviews and fees.
- Verifies legal descriptions from surveys, and topographical layouts.
- Routes construction plans to appropriate department or agencies.
- Processes contractor registrations and contacts agents as necessary.
- Maintains complete permit records such as copies of documents, correspondence, insurance certificates, and construction plans.
- Compiles code and record data to assist Building Official and inspection staff.

QUALIFICATIONS:

- High School Diploma or General Equivalency Diploma equivalent
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- At least 3 years of administrative and customer service experience working in a municipal environment, preferably in a Community Development or Building Department, is a plus

KNOWLEDGE, SKILLS & ABILITIES:

- Knowledge of municipal and department policies, principles and practices;
- Knowledge of general office principles and practices;
- Ability to communicate effectively both orally and in writing with residents, developers, and consultants;
- Assist with multiple projects and priorities;
- Work independently on assignments or as a team member to promote a positive work environment;
- Work under pressure with interruptions and challenging deadlines;
- Deal effectively with the public and maintain effective working relationships with those contacted in the performance of required duties;
- Handle difficult people effectively and tactfully;
- Provide effective customer service to resolve conflicts;
- Organize and prioritize work assignments.
- Maintain attention to detail by prioritizing work and coordinating several activities simultaneously despite interruptions;
- Maintain integrity of work by taking responsibility and accountability for completion of work;
- Ability to maintain punctuality and attendance at work;
- Ability to maintain confidentiality.

Work Environment: *(Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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