



Rockingham County Government Permit Technician

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| SALARY | \$17.87 Hourly \$37,159.35 Annually | LOCATION | Rockingham County, NC |
| JOB TYPE | Full Time Regular | JOB NUMBER | 01525 |
| DEPARTMENT | Central Permitting | OPENING DATE | 07/13/2023 |
| CLOSING DATE | 7/21/2023 11:59 PM Eastern | | |

Summary

Rockingham County is an equal opportunity employer and will comply with all federal and state statues regarding discrimination in employment matters.

Performs intermediate skilled administrative support work providing customer service, processing permit applications, scheduling inspections, issuing permits, preparing and maintaining associated records and files, and related work as apparent or assigned in a centralized permitting and customer service setting for Planning, Building Inspections, Environmental Health, Code Enforcement, and Engineering and Public Utilities department. Work is performed under the moderate supervision of the Central Permitting Administrator.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Examples of Duties

- Receives and processes building, electrical, mechanical, plumbing, well, septic, and other development applications for the Planning, Inspections, and Environmental Health Departments. Reviews applications for accuracy and completeness; notifies appropriate parties regarding discrepancies.
- Researches and compiles all information necessary for staff in the field to perform their duties.
- Assists public in completing and submitting applications and in the use of website tools.
- Reviews development proposals with customers; process well and septic permit applications; issues building permits based upon eligibility standards, administrative codes and local ordinances.
- Accepts application payments for Planning and Building, Public Utilities, and Environmental Health including Food and Lodging.
- Answers telephone; greets visitors; responds to inquiries and complaints; forwards calls or visitors to appropriate party; operates office equipment.
- Receives, receipts and accounts for various revenues on a daily basis; processes refunds; contacts delinquent customers; prepares daily deposit of fees received for services rendered.

- Enters a variety of information into computer; requests and schedules inspections and work orders and enters information into the system; prepares and distributes various reports.
- Verifies appropriate zoning and health permits have been obtained; verifies that building plans have been submitted and approved; verifies licenses, bonding and insurance, and notarizes documents; reviews Building Inspector comments with contractors and customers.
- Reviews and assists customers in drawing site plans, as required, as part of the application/permitting process.
- Receives and processes historical record requests.
- Performs general office assistance tasks; prepares and maintains files, permits and records; maintains contractor database; processes and distributes incoming and outgoing mail.
- Processes water and sewer payments; accepts tap fees, capacity and meter set fees, rental deposits and other fees for the Engineering & Public Utilities Department.
- Enters data into the Water and Sewer computer system.
- Digitizes/indexes land development records.
- Other duties as assigned.

Knowledge, Skills and Abilities

General knowledge of permit processing procedures and methods; general knowledge of building trades methods and terminology; general knowledge of environmental health methods and terminology; general knowledge of the organization and functions of the Water and Sewer department; general knowledge of local codes and ordinances related to zoning, environmental health, and construction trades; general knowledge of standard office methods and procedures, business English, spelling and commercial arithmetic and office management; general knowledge of departmental programs, policies and procedures; ability to operate permitting software, cash drawer, and process credit card payments; ability to perform a considerable volume of detailed record work; ability to operate standard office, personal computer and related equipment; ability to type accurately and at a reasonable rate of speed; ability to establish and maintain effective working relationships with associates and the general public; and ability to work with interruptions and function successfully in a fast paced work environment.

Physical Requirements This work requires the occasional exertion of up to 10 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires walking, sitting and reaching with hands and arms and occasionally requires standing, stooping, kneeling, crouching or crawling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, alternately light and heavy traffic traffic).

Minimum Qualifications

High school diploma or GED and minimal experience in customer service and general office assistance work, or equivalent combination of education and experience. Preference for experience in business, general or construction office environment, real estate/mortgage processing or building trades or related field.

The Public Service Loan Forgiveness Program is intended to encourage individuals to enter and continue to work full-time in public service jobs. If you have student loans and you are selected for full-time employment with Rockingham County, you may qualify for forgiveness of the remaining balance due on your William D. Ford Federal Direct Loan after you have

made 120 qualifying payments on those loans while employed full-time by certain public service employers. Click on the link below to see whether you might qualify.

<https://studentaid.gov/manage-loans/forgiveness-cancellation/public-service>

Agency

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