

PERMIT TECHNICIAN, LEAD

JOB PURPOSE AND SUMMARY

This is lead work in addition to serving as first contact for customers (citizens, developers, etc.) regarding the requirements, policies and procedures of land-use and building permits and related technical services and information. Emphasis is on scheduling and overseeing the daily workload of a work group and providing comprehensive customer service to ensure accurate and efficient response to requests. Serves as a liaison between the public and technical/professional staff. Provides general information about other divisions within the department to customers and refers them to appropriate outside agencies as necessary. Customer contact occurs by walk-ins, phones, electronic mail, and postal mail. The customer service focus provides a foundation for all technical work and processes.

CLASSIFICATION DISTINCTIONS

Positions in this classification lead the work of a group of Permit Technicians, Assistant Permit Technicians, and Office Assistants assigned to the Customer Service Division. Incumbents manage a daily work load as well as provide advice, administrative and technical assistance, prioritize, assign, coordinate, monitor, and evaluate work, resolve minor work or personnel problems, and make recommendations to the Customer Service Manager regarding performance evaluations, discipline, training, major job reassignments, and recruitment selection.

General supervision is received from the Customer Service Manager. The manager makes assignments by defining objectives, priorities, and deadlines and assists the incumbent with unusual situations or problems that do not have clear precedents. The incumbent plans and carries out the work independently and is expected to resolve problems in accordance with instructions, policies, and procedures. The incumbent must have demonstrated skills in human relations and dispute resolution, and a willingness to apply independent judgment and decision making to resolve non-routine issues that may arise.

ESSENTIAL JOB FUNCTIONS

Responsibilities include, but are not limited to the following:

- Coordinates and leads the work of the Permit Technicians, Assistant Permit Technicians, and Office Assistants assigned to the Customer Service Division.
- Monitors and evaluates the work of assigned workers' performance, and provides advice, training, and assistance.
- Assists the division manager in development of employee performance standards, monitors for compliance, reports exceptions to the manager. May act in a supervisory relief capacity for daily operations during the manager's absence.
- Understands the computerized Permit Plan program and problem solves errors in the system.

- Ensures customers receive friendly, comprehensive, accurate, and efficient service for requests and inquiries. Maintains a positive, professional approach to all customers, staff, and/or other interested parties.
- Demonstrates effective listening and communication skills to ensure customers understanding. Asks appropriate questions to gather all pertinent information before directing or advising customers on issues.
- Acts proactively to inform and educate customers about County and related processes and procedures. Provides customers with all pertinent verbal and written information to try and ensure customers have a thorough understanding of the process.
- Builds appropriate rapport with customers to set a positive tone. Works to diffuse angry customers without heightening the situation.
- Receives, reviews, and processes a variety of land-use and building permit requests and applications. Assists general public in completion of these forms and documents. Refers public to appropriate agencies as necessary.
- Interprets building and land-use codes including stormwater, zoning, and environmental issues.
- Issues building permits after reviewing, analyzing, and researching applications that have gone through the development review process for ordinance compliance and conditions of approval.
- Issues certificates of occupancy for residential and commercial buildings.
- Calculates fees for all building permits and land use applications.
- Reviews and analyzes legal descriptions, legal documents, conveyances, and other information to determine the legal lot status of parcels of land.
- Reviews all land use and building applications for completeness (counter complete).
- Responds orally or in writing to inquiries of a routine nature concerning land use and building codes.
- Processes Type I applications, which include reviewing for compliance with county codes, and preparing staff reports and decisions for the customer. Type I applications include but are not limited to boundary line adjustments, legal lot determinations, sign permits, and Planning Director reviews.
- Utilizes the County's geographical information system and the permit tracking system.
- Operates a variety of office equipment such as computer terminal, cash register, 2-way radio, FAX machine, calculator and copier.
- Serves as a liaison between the public and technical/professional staff
- Assists the public by providing general information regarding all of Community Development's functions and/or divisions.
- Other duties may be assigned.

QUALIFICATIONS:

- Three years experience as a Permit Technician/Assistant *or* a minimum of three years experience and training in building codes and permit processes or other aspects of planning, zoning review, code enforcement, or land development.

- Three to five years of experience emphasizing or including intensive public contact, customer service, interpretation and explanation of complex regulations and use of modern office technology.
- Other combinations of education or experience which would demonstrate the ability to perform the work will be considered.

Knowledge of... Departmental procedures, goals, objectives, supervisory and motivational techniques, and conflict resolution; laws, county codes, ordinances, and policies governing urban planning, land use and building codes; the objectives, principles, and techniques of urban and rural planning and land use control; land use and building permit processes, procedures and requirements; computer permit tracking system and geographic information systems (GIS) programs; standard office practices and procedures; business English; record keeping methods and procedures.

Ability to... effectively prioritize and coordinate the daily workloads of a work group in a manner conducive to full performance and high morale; maintain departmental objectives; interpret legal documents such as zoning codes, ordinances, resolutions, and legal descriptions; organize, record, and tabulate technical information; accurately explain policies, procedures, laws, regulations, codes and ordinances, both orally and in writing; read and interpret maps, drawing of plots, building sites, water and sewage systems; apply sound judgment in making decisions independently in accordance with established policies, procedures, and regulations; effectively maintain harmonious relationships with customers, including co-workers; diffuse difficult or highly charged situations; follow oral and written instructions; operate standard office machines and equipment.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Work is performed primarily in an office setting at a customer service counter/area. Public contact is heavy, at the counter and on the telephone, accounting for up to 85% of time spent on the job. Incumbents are assigned to work at the counter on a rotating basis. The counter is approximately 42 inches high and incumbents typically stand at least 75% of their time. Working at the counter entails constant interaction with customers. Incumbents must listen, speak, read and interpret information from written sources and on the computer. The incumbent spends a significant amount of that time retrieving information from the computer, requiring repetitive motion of the hand and wrist, and retrieving information from remote file locations, requiring walking, climbing stairs, bending, crouching, reaching and lifting files and objects up to 24 pounds in weight. When not assigned to the counter, incumbents work at a desk, returning phone calls, processing information on the computer, and/or retrieving information from remote file locations.

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