



PERMIT TECHNICIAN II

FLSA Status: Non-Exempt

GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs moderately difficult clerical and technical work in the preparation and issuance of various permits and inspections; exercises tact and good judgment, with frequent public contact; does related work as required. Work is performed under regular supervision.

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, walking, fingering, and repetitive motions; 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; visual acuity is required for color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Receiving, screening and processing telephone calls, applications and requests; assisting the public; determining the type of permit required, preparing, issuing and processing permits and calculating permit fees; scheduling inspections; word processing and data processing duties; maintaining records and files; preparing reports.

(The following tasks are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Acts as department receptionist; greets visitors and refers to appropriate person; answers routine questions; provides general information about department programs, policies, and procedures; schedules inspections;

Processes and issues permits for all construction, modification, and repair of buildings, electrical, plumbing, mechanical or gas projects;

Receives and resolves complaints or problems as qualified; refers more difficult queries to appropriate officials;

Types correspondence, reports, notes and memoranda pertaining to department programs and activities; prepares and distributes agenda packages; prepare meeting minutes for review and approval;

Processes and prepares Certificates of Occupancy;

Assists builders, contractors and property owners in making application for various types of permits and advises applicants on requirements;

Utilizes specialized software programs, including permit-tracking software and IVR system;

Verifies qualifications of contractors to perform work as described by application for permits;

Archives and maintains a variety of complex department records and files; ensure accuracy of information in reports prior to filing documents;

Receives payments and accounts for various fees; prepares bank deposits using job related software;

Processes accounts payable; prepares purchase orders; orders equipment and supplies;

Processes department payroll records; maintains time and leave records for employees;

Copies and distributes reports and various other documents; issues copies of reports and documents to the public and interested parties;

Enters and updates a variety of department records into computer; updates and maintains computer files; prepares a variety of billings and other documents from computer files;

Compiles and prepares various periodic and special reports;

Processes incoming and outgoing mail;

Answers telephone; takes and relays messages; answers questions; provides routine information;

Operates personal computer and a variety of office equipment to enter and retrieve data;

Participates in emergency response operations as required in a declared emergency by County officials; completes required NIMS training as a condition of employment;

Performs related tasks as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough knowledge of standard office practices, terminology, procedures, equipment and techniques; thorough knowledge of business English, spelling and arithmetic; considerable knowledge and understanding of common technical terms utilized in the construction industry; thorough knowledge of the organization and functions of the department and of general administrative policies and practices; ability to keep office records and to prepare accurate reports from file sources; ability to perform and organize work independently; ability to operate standard office and personal computer equipment; skill in the use of personal computer software; ability to establish and maintain effective working relationships with associates and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school; considerable office assistance experience; the ability to interpret building codes as they relate to permitting and inspections; minimum of two years' experience as a Permit Technician.

SPECIAL REQUIREMENT:

Possession of or ability to obtain specific certifications as required by the department and the Virginia Department of Housing and Community Development.