

PERMIT TECHNICIAN
SALARY GRADE: 63
SALARY RANGE: \$31,332-\$48,565

General Statement of Duties

Performs intermediate skilled administrative support work serving as department receptionist, greeting visitors, responding to inquiries, referring callers to appropriate staff member, receiving and processing permit applications, scheduling inspections, issuing permits, preparing and maintaining records and files, and preparing reports.

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.

Distinguishing Features of the Class

An employee in this class provides a variety of responsible administrative and record-keeping duties in support of the building inspections and permitting processes for the County. The work includes providing information to developers, contractors and homeowners about the building permit process, receiving building permit applications, routing applications, accepting applicable fees, assigning permit numbers and issuing and tracking approved permits. Other duties include greeting the public, scheduling inspections, data entry, establishing computer and paper records, and documenting citizen complaints for investigation. Administrative duties are considered at the journey level and require tact and courtesy in extensive public contact. Work requires a working knowledge of regulations and codes, considerable knowledge of building permit procedures and the ability to interpret requirements to contractors, property owners and the general public. Work requires no exposure to environmental conditions. Work is performed under the moderate supervision of the Planning Director and is evaluated through observation, conferences, quality of the work completed and feedback from the public and system users.

Duties and Responsibilities

Essential Duties and Tasks

- Answers telephone for Planning & Inspections; greets visitors; gathers and provides information based on knowledge of programs and procedures.
- Provides assistance to the public to obtain building, electrical, mechanical, plumbing, and fire permits; interviews customers to determine what type of permit or license is needed; provides appropriate applications and addenda and compiles necessary information to complete permit;
- Verifies contractor's licenses are current and appropriate for the work to be done.
- Ensures necessary development reviews, Health Department permits, etc., have been obtained.
- Monitors and manages permitting software to review permit applications; issues building permits upon approval of applications.
- Schedules inspections and re-inspections.
- Generates reports including quarterly reports as required by the State and monthly reports requested by the US Census.
- Assigns appropriate fees; receives and processes permit payments; makes deposits;

- processes daily money reports.
- Notarize departmental documents, as needed.
- Attend courses and/or conferences to acquire certification and maintain continuing education credits needed for certification as may be required by the State of North Carolina or to fill other needs of the department.
- Assists administrative staff in the County Manager's Office as needed; takes messages and directs citizens to the appropriate department.

Additional Job Duties

Performs other related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

- General knowledge of County and department policies and procedures.
- General knowledge of building permit and development review processes for the County including environmental health, FEMA and CAMA regulations and requirements and other related laws, ordinances, codes, policies and procedures.
- General knowledge in the use of standard office equipment and associated software, including scanning and organizing files electronically.
- General knowledge and ability to use correct grammar, vocabulary and spelling.
- General knowledge of NC contracting regulations and licensing requirements.
- General knowledge in preparing reports and other types of correspondence.
- Ability to create and maintain accurate detailed records.
- Ability to plan and organize administrative support activities and tasks.
- Ability to deal with difficult and angry customers in a calm and tactful manner.
- Ability to interpret building permitting requirements and regulations and give information and instructions on departmental programs and procedures based on inquiries.
- Ability to assist citizens to resolve permitting software problems.
- Ability to establish and maintain effective working relationships with supervisors, co-workers, builders, developers and the general public.
- Ability to communicate effectively in oral and written form.
- Ability to gather and compile materials from a variety of sources.
- Ability to make arithmetic computations.
- Ability to maintain electronic records and files and to gather and compile data from a variety of sources.
- Ability to assist the public with using the permitting software.

Physical Requirements

- Must be able to physically perform the basic life operational support functions of sitting, kneeling, crouching, reaching, grasping, fingering, pushing, pulling, seeing, talking, hearing, and repetitive motions.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally to move objects.
- Must possess the visual acuity to analyze written and computer data.

Desirable Education and Experience

Graduation from high school and moderate administrative experience, preferably in the building industry or an equivalent combination of education and experience.

Special Requirements

- Notary Public Certification upon hire or within nine months of hire.
- Permitting Personnel Certification as required by the State of North Carolina Qualifications Board.
- Possession of a valid North Carolina driver's license.

POSITION EXPIRATION: OPEN UNTIL FILLED