



JOB DESCRIPTION

Title: **PERMIT SPECIALIST**
Department: Community & Economic Development
Class Code: 6640
FLSA Status: Non-Exempt
Effective Date: March 2016 (Rev. 06/2023)

GENERAL PURPOSE

Under general supervision from a department/division head performs a variety of full performance, routine administrative and complex clerical duties as needed to expedite the administrative, technical, or clerical functions of the Building Division. Performs a full range of permit processing duties involved in evaluating compliance with building codes, information dissemination for building permit applications, permit issuance, statistical research, maintaining permit files and plans for permanent record, assisting in budget preparation, purchasing and providing assistance to the Building Official.

ESSENTIAL DUTIES

- Provides high level expertise in administrative and customer service functions for the building division including front desk assistance and receiving phone calls with knowledge of building applications/permits. Evaluates questions and situations to direct customers to appropriate areas for additional assistance as necessary. Works independently with minimal assistance from other team members. Ability to work in a fast-paced environment under pressure. Prioritizes work and coordinates several activities simultaneously despite interruptions.
- Assists with and monitors departmental budgets including expenditures in relation to available budget dollars; submits invoices to accounts payable for payment; aids in major departmental purchases and oversees ordering, tracking and maintenance of building supplies. Records and balances permit-related monetary transactions.
- Listens and responds to escalated customer concerns and provides well thought-out solutions to problems. Fosters public relations for the City; focuses on difficult and complex issues requiring tact and patience. Performs high quality customer service; communicates clearly and concisely, both orally and in writing.
- Performs technical and administrative support functions related to the processing and issuance of building permits, including reviewing building permit applications and related documents to ensure completeness and compliance with relevant codes, and pre-submittal checklist requirements have been met before plans are accepted. Reviews minor plans, calculates fees, stamps and issues permits. Manages the scheduling of inspections as they are received. Serves as liaison between permit applicants and the building division and outside agencies; assists in resolving problems related to the permit review and issuance process.
- Maintains compliance with GRAMA requests and other regulations with regards to records management. Researches, retrieves and reviews historical records as necessary, collects and compiles data and prepares reports including construction-related statistical information, fees collected, and credits used.

- Manages the issuance of Certificate of Occupancies. Closes out finalized building permit files, ensures all requirements, inspections and certificates have been completed.
- Maintains confidentiality; sets the office demeanor and culture and is frequently consulted for opinions on major issues within the division.
- Represents the Building Division at Board of Appeal meetings; types agenda and prepares meeting packets; compiles information and documentation related to agenda items; ensures that accurate minutes of meetings are taken, transcribed and approved.
- Is recognized as the office and process expert and is frequently consulted by others in the division; maintains an in-depth understanding of division resources and provides information regarding these resources.
- Performs related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience

- Associates degree and four (4) years office administrative experience or an equivalent combination of education and experience.
- Current ICC Permit Technician Certification or ability to obtain within (6) months.

Supervisory Requirement

- Supervises fully to include hiring office administrative staff, providing training, disciplining, and feedback through performance appraisal or other formal means.

Necessary Knowledge, Skills and Abilities

- Knowledge of supervisory techniques.
- Knowledge of procedures related to the processing of building permit applications; has a basic understanding of architectural drawings. Knowledge of basic plan review in order to ensure pre-submittal checklists requirements have been met before plans are accepted.
- Expert knowledge of office practices and procedures; in-depth knowledge of the proper use of grammar, punctuation and spelling; expert knowledge of the division and the functions it performs.
- Skill in using telephone, computer, fax machine, copier, and other general office equipment.
- Ability to use Word, PowerPoint, Excel or any other software applicable to the organization; including ability to learn other software packages including Electronic Permit/Plan Submittal.
- Ability to type data entry quickly and accurately.
- Ability to communicate both verbally and in writing; ability to create effective working relationships with employees and the public and to maintain confidentiality.
- Ability to adapt to an ever-changing environment including the perpetual altering of model codes.

TOOLS & EQUIPMENT USED

- Personal computer, including word processing, spreadsheet and database software; phone; copy and fax machine, and other equipment pertaining to this position.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit and talk or hear; use hands to finger, handle, or operate objects, tools or controls; and reach with hands and arms. The employee is occasionally required to walk.
- The employee must frequently lift and/or move up to 25 pounds.

WORK ENVIRONMENT

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

- Work is performed primarily in an office setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____