



Permit Technician

Department: Development Services

SUMMARY: Responsible for the operation of the Development Services front counter; to include telephone work, conducting screening and basic permit submittal reviews, issuance of permits and database tracking and maintenance, report preparation, and assisting a more senior level permit technician. Supervision is not a function of this class.

ESSENTIAL FUNCTIONS: *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. Factors such as regular attendance at the job are not routinely listed in job descriptions, but are an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

Provide information, forms, and assistance to customers regarding the permit process

Receive building plans and applications, calculate fees and maintenance of a database

Review and issue zoning clearance and building permits for applications that do not require a technical review

Receive and record nuisance, zoning, and building and litter complaints

Screen and perform basic submittal review of permit applications and construction plans

Prepare and distribute a variety of reports

Maintain files and plans

Maintains the Development Services counter area to include restocking and updating signage

Participate in projects as directed by a senior level staff

Assist senior level permit staff with cases

May train and oversee clerical staff and volunteers in the department

Support the City's policies, goals and objectives and work with management and other staff to ethically achieve such goals and objectives; ensure compliance with safety procedures.

KNOWLEDGE AND SKILLS:

Demonstrated Knowledge of:

General office procedures

Principles and practices of customer service

Permitting process

Cash handling and money management

Building construction, inspection process and project time management

City code

Skill in:

Preparing clear, concise and complete reports and other written material.

Maintaining accurate records and meeting deadlines.

Operating a personal computer utilizing standard and specialized software such as Microsoft Office.

Working independently and as a member of a team.

Building and maintaining positive working relationships with co-workers, other City employees and the public using principles of good customer service.

MINIMUM QUALIFICATIONS:

Graduation from High School or a GED and 30 credit hours from a college or university accredited by an agency recognized by the U.S. Secretary of Education or Council for Higher Education Accreditation (CHEA), and one (1) year of paid full time experience in a permitting office assisting permit staff.

LICENSE, CERTIFICATION AND/OR SPECIAL REQUIREMENTS:

Candidates who are selected for appointment may be fingerprinted, if 18 or older; successfully complete a background investigation, employment verification and may be subject to a drug/alcohol test, medical, polygraph and/or psychological evaluation. Candidates who are appointed will be required to possess a valid driver's license to operate a vehicle in Arizona, or meet the transportation needs of the position.

Certification as an ICC Permit Technician within one (1) year of appointment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in a standard office environment. May require frequent sitting and continuous operation of a personal computer. May be required to perform a full range of motion with lifting and/or carrying items weighing up to 25 pounds. Some evenings and weekends may be required.

Adopted: April 2020

Revised: