



Permit Technician

Department: **Customer Service** Class Code: **18**
Reports to: **Customer Service Supervisor** FLSA Status: **Non-Exempt**

GENERAL PURPOSE: Serves as front line contact within the Customer Service Permitting “ONE STOP CUSTOMER SERVICE CENTER” for telephone and in-person requests for information pertaining to Building, Planning Zoning and Engineering. Position works directly with developers, contractors, engineers, architects and the general public as well as department and other town staff members, providing courteous, friendly and professional assistance and processes and assists in the issuance of building, planning and engineering permits. Position will cross-train with other departments involved in utility billing and business licensing.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Serves as the Department's first point of contact for customer interaction; provides excellent customer service, projects a professional image, communicates clearly and courteously with internal and external customers by telephone, in writing and in person.
- Accepts and reviews building, grading, engineering and sign permit submittals for completeness, calculates and collects applicable fees. Forwards applications to appropriate staff for review.
- Provides technical and professional advice to developers and general public with problems and questions pertaining to application procedures for the submittal of Code Review applications.
- Provides technical, administrative assistance, and support to planning, building and engineering staff; assists with project management with professional staff.
- Acts as a liaison between customers and appropriate departments/outside agencies. Read, interprets and explains codes, plot plans, specifications and blueprints.
- Performs research including but not limited to land use, zoning, and property research.
- Reviews, verifies, issues, and processes over-the-counter permit requests for gas lines, and electrical, plumbing and temporary sign permits.
- Receives information and processes permits for wastewater sewer hookup.
- Processes permits, inspection reports and statistical information.
- Participates in the implementation of departmental goals, objectives, policies and procedures.
- Works in organized teams and assists in problem solving work related issues for continuous improvement in work efforts.
- Participates in the development and administration of the operating budget.
- Write office procedures, general correspondence, memoranda, letters, and informational handouts.
- Performs related duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education and Experience:

High school diploma or equivalent and two (2) years building construction, permitting and planning experience; two (2) years of customer service, administrative and clerical experience.

Required Licenses or Certifications:

- May require possession of a valid driver's license.
- ICC Permit Technician Certification preferred; certification within 12 months of hire required.

Required Knowledge of:

- Planning & zoning, engineering and building permit processing information and time frames of plan review for internal and external customers.
- Customer service practices and other information that provides excellent customer service.
- Pertinent rules, regulations, office policies and procedures related to assigned duties.
- General knowledge of other departments in order to correctly direct phone inquiries/customers.
- Operations, services and activities of the assigned department.
- English usage, spelling, grammar, and punctuation.

Required Ability to:

- Read complex code and understand technical requirements; the ability to effectively communicate such to others.
- Develop and maintain effective working relationships with Town staff, various external organizations, contractors, manufacturers, architect and Engineers and the general public.
- Provide excellent customer service.
- Communicate effectively, both orally and in writing.
- Make decisions, maintain composure and work effectively under stressful conditions.
- Establish and maintain various manual and automated records and filing systems.
- Analyze, appraise and organize facts and present materials in a concise and logical manner.
- Assess and prioritize multiple tasks, projects and demands.
- Operate a personal computer utilizing a variety of business software.
- Operate a variety of standard office equipment.
- Maintain strict confidentiality.

Physical Demands / Work Environment:

- Work is performed indoors in a traditional office environment. May be required to perform a full range of motion with lifting and/or carrying supplies, materials, equipment and/or items weighing up to 20 pounds.

Core values: Integrity, Teamwork, Respectful, Communication, Service, Leadership, Innovation

Classification	Adopted	Revised	Retitled	Class Code / Range	FLS Designation	Step
New Job Description	9/2016			18	Non-exempt	

APPROVED: _____

DATE: _____