



Office of Human Resources
Permit Review Technician I - CE3045
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General Statement of Duties

Performs entry-level to intermediate level permit work processing permit applications and forms, which includes working directly with customers to initiate and enter a variety of permit and application requests into a permit tracking system.

Distinguishing Characteristics

The Permit Review Technician I is distinguished from the Permit Review Technician II, which reviews and approves permits for public right-of-way access and issues permits for residential and commercial construction projects.

Level of Supervision Exercised

None

Essential Duties

Works directly with contractors and property owners on a front counter, or over a phone and computer to initiate, intake, and login permit and application requests for a variety of permitting application types and uses.

Enters customer applications and profiles into permitting and records systems, verifies licenses and certifications, ensures construction plans are submitted, reviews permit type and application requirements to ensure proper documents and forms are submitted, and works with customers to address incomplete applications.

Verifies customer credentials to ensure proper licensure, certification, and testing requirements have been met within the permitting and application guidelines and requirements.

Determines the nature of the permit or application requests to evaluate the permit type being requested such as with same day quick permits or complex permits, and directs the customer to the proper permitting department and explains permitting processes.

Reviews electronic permit and application submittals and enters customer applications and requests into the permitting and records systems, which includes scanning and logging site development plans and other construction documents.

Issues permits to customers once permit applications have been officially approved and fees collected. Researches permit records, zoning regulations, historical documents, and a variety of databases to ensure accuracy of site plans, use of property, consolidate and correct records, and maintain files and documents.

Prepares reports and documents based on business metrics within the work unit for management review or distribution within a network of departments and agencies that rely on the updated permit approvals, and may calculate permit fees based on permit guidelines.

By position reviews routine site and construction plans for traffic control permit approvals.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Information Management - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Problem Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

Knowledge & Skills

Knowledge of the principles and practices of zoning code and regulations sufficient to be able to enforce compliance and issue permits.

Ability to research applicable rules and regulations.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Two (2) years of experience interpreting, explaining, and applying policies, procedures, statutes, rules, or regulations to the public.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Pressure due to multiple calls and inquiries.

Subject to long irregular hours.

Subject to many interruptions.

Subject to varying and unpredictable situations.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Carrying: transporting an object usually by hand, arm, or shoulder.

Climbing: ascending or descending objects usually with hands/feet.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Crouching: bending body downward and forward by bending legs.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Background Check Requirement

Criminal Check

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: E-618

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: