



Office of Human Resources
Permit Review Technician Lead - CE3047
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General Statement of Duties

Performs regularly assigned lead work over permit review technicians engaged in the review and approval of permits for public right-of-way access and residential and commercial construction projects.

Distinguishing Characteristics

The Lead Permit Review Technician 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.

The Lead Permit Review Technician is distinguished from the Plans Review Supervisor, which is responsible for the supervision of permit and plans review personnel.

Level of Supervision Exercised

Performs lead work over permit review technicians.

Essential Duties

Performs lead work over permit review technicians working with contractors and property owners to initiate and login permit requests and applications, review and approve permit requests for public right-of-way access or usage, or issuing permits for zoning and building residential and commercial construction projects.

Provides on-the-job training, mentors new and established employees, and assists permit review technicians in processing and making determinations on difficult or complex permit review applications and requests, and acts as an arbitrator when problems occur between customers and employees.

Ensures compliance with zoning codes, building standards, and permit guidelines, which includes ensuring forms and applications are complete and accurate, working with customers on compliance issues, researching codes and regulations for specific language and requirements, and verifying licenses and certifications.

Monitors the review and approval of a variety of public right-of-way access permit requests, traffic control and work zone safety plans for street occupancy permits, permits for temporary signs and banners, permits for outdoor patios and seating, vending, and restaurant spaces, permits for parking, valet, and bagged meters, permits for street, alley, sidewalk, and gutter construction permits, and scheduling of inspections.

Monitors the review and issuance of a variety of zoning and building permits for residential and commercial construction projects and assignments.

Develops or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to ensure adequate staff coverage.

Provides work instruction and assists employees with difficult and unusual assignments.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines appropriate solutions.

Contributes to the development of performance goals, documents performance, provides performance feedback, and provides formal performance evaluation.

Responds orally to informal grievances and relays information to the supervisor.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor. 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.

Responds orally to informal grievances and relays information to the supervisor.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor.

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

Arithmetic - Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

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.

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

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

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

Six (6) years of experience reviewing requests and issuing permits for routine public right-of-way requests, non-technical construction projects with regard to building and zoning permits, or enforcement of building and zoning codes and regulations.

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.

By position, requires a Traffic Control Technician Certification 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
Employment Verification

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: E-621

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: