



**PERMIT TECHNICIAN
JOB DESCRIPTION**

JOB TITLE: Permit Technician	CLASSIFICATION: Administrative Support	IMMEDIATE SUPERVISOR: Community Development Administrator/ Community Development Director
PAY GRADE: 115	DEPT: Community Development/ Building Dept	STATUS: <u>FT</u> <u>PT</u> EXEMPT <u>NON-EXEMPT</u> BARG UNIT <u>NON-BARG UNIT</u>

JOB SUMMARY: Performs front office customer service, administrative, and technical work in the building and business development review of permit applications, records requests, inspections, and business tax.

SUPERVISION EXERCISED: None.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Explains and assists residents and contractors with the building permit process.
- Processes and reviews for accuracy, fee calculation, and completion of information the applications for building and related permits.
- Scans and verifies information in building department software.
- Routes permits to inspectors for review and fee calculation; issues permit number; prepares files, cards, and fee receipts.
- Schedules and records building inspections; interacts with developers, contractors and general public on related permitting and building issues.
- Receives and schedules requests for building inspections; distributes requests to inspectors.
- Processes and reviews for accuracy and completion of information the applications for and the distribution of business tax receipts of contractors, vendors and other businesses in the Village in accordance with Village codes and ordinances. Interfaces with the public regarding business tax receipts and handles related inquiries.
- Assists citizens, contractors, and general customers of the department in a friendly, courteous, professional manner using clear oral and written business communications.
- Provides information to developers, contractors and the general public on building issues, property information, procedures, and ordinances.
- Responds to inquiries for garage sales, posting of signage, and other common residential questions.
- Assists with administrative tasks in the department, such as answering phones, serving customers, preparing correspondence and reports, scanning, filing and records retention.
- Receives and completes Public Record requests per Florida Statute and Village policy and other various administrative reports and documents as requested
- Prepares monthly reports for the building functions and reporting to outside agencies.

- Maintains a current listing of business licenses, prepares reports and mailings on the program.
- Prepares, receives, processes, and records accurately payment for business taxes and delivers to finance department on a daily basis.

OTHER DUTIES:

- Receive and resolve or refer citizen complaints or requests for service.
- Assist with department special events and projects.
- Performs other related duties as required.

DESIRED MINIMUM QUALIFICATIONS:

Education and Experience:

- High school diploma or GED, with course work in general office practices, typing, business math, and related subjects; and
- Two (2) years full time general administrative experience, preferably construction related; and
- Ability to type and use a computer; or
- Any related combination of training and experience.
- Permit Technician Certification from the International Code Council highly preferred

Knowledge, Skills and Abilities:

- Knowledge of construction processes and in progress timelines related to building/construction projects.
- Knowledge of building permit operation practices and procedures inclusive of specific software for building permitting processes such as Project Dox.
- Knowledge of business English, grammar, and basic math.
- Knowledge of record keeping and reporting.
- Ability to prepare and compose clear and concise letters and reports.
- Ability to make decisions based on department policy.
- Ability to establish and maintain effective working relationships with other employees, departments, government officials, and the public.
- Ability to learn the operating practices of municipal government.
- Ability to effectively communicate orally and in writing, and follow professional protocol.
- Working knowledge of Business Tax Receipts and permitting process.
- Specific FEMA/NIMS ICS Training

SPECIAL REQUIREMENTS:

- Valid Florida State driver's license, or ability to obtain one; No more than two (2) moving violations within the last 12 month period; No more than six (6) violation points on your license within the last 24 months.

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 regularly required to stand, walk, sit, talk, hear, and use hands to manipulate, handle, feel or operate objects, tools, or controls, and reach with hands and arms. The employee must regularly lift and/or move up to 10 pounds, and occasionally lift and/or move up to 30 pounds of dead weight with knees extended and bending from the waist down. Specific vision abilities required by this job include close vision, distant vision, color vision, peripheral vision, depth perception, and ability to adjust focus. In addition, the employee must be able to rotate the neck frequently, extend hands/arms overhead frequently, and turn fully from a fixed stance.

TOOLS & EQUIPMENT USED:

Telephone, computers, scanners, fax, printers, calculators, and other related office software and permit tracking software. Knowledge of Microsoft Office, WORD, Outlook, laserfiche, AS400 (Naviline), Project Dox, and other department specific software.

ENVIRONMENTAL CONDITIONS:

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.

While performing the duties of this job, the employee rarely works in outside weather conditions, but may be asked on occasion to work events or special functions outside, and is occasionally exposed to hot, wet and/or humid outside conditions, cooler outside temperatures, toxic or caustic chemicals, such as cleaning chemicals, and uneven grounds such as grassy areas. The noise level in the work environment is generally quiet when in the office, but may be moderately noisy on busy days or when outside.

SELECTION GUIDELINES:

Formal application, evaluation of education, training and experience; oral interview, reference check, criminal, DMV, and credit background checks; job related tests may be required. The Village of Royal Palm Beach is a Drug Free Workplace and an Equal Opportunity Employer.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.

HISTORY:

Created: 03-21-01	Revised: 04-24-06	Revised: 01-20-06	Revised: 07-23-07
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