

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

<b>Permit Technician</b>
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**Department:** Community Development

**Pay Grade:** 507

**FLSA Status:** Non-Exempt

**Job Code:** C722

### JOB SUMMARY

The purpose of this classification is to accept and issue land development, tree removal, and building construction permits, ; receives, verifies, and distributes all incoming civil plans and documents related to land development, tree removal, and building construction permitting, confirming auto-generated permit fees; evaluate computer records on various permits being processed; answer telephone and assist callers with application, permit and technical questions and concerns; research, review and copy various documentation as required; provide clerical assistance; and perform other related duties as assigned.

### ESSENTIAL JOB FUNCTIONS

- Provides public information related to land development, tree removal, and building permit applications and inspection services.
- Receives land development permit applications, provides customer service, inputting and retrieving permit data, and issuing permits.
- Receives tree removal permit applications, provides customer service, inputting and retrieving permit data, and issuing permits.
- Receives building permit applications, provides customer service, inputting and retrieving permit data, and issuing permits.
- Receives electrical, mechanical, plumbing trade permit applications, provides customer service, inputting and retrieving permit data, and issuing permits
- Verifies completion of land disturbance and building applications submittal prior to acceptance.
- Provides information at the counter, electronically, or by telephone in response to relatively routine questions regarding land disturbance regulations, land disturbance permit applications, tree removal regulations, tree removal permit applications, building

ordinances and codes, building permit application process and procedures; assists the general public in completing applications and other necessary forms; and reviews applications.

- Verifies auto-generated permit fees and notifies applicants of fees due.
- Utilizes information systems as required in the processing, filing and managing records associated with applications, permits, and other systems as required.
- Directs the general public to various City departments for information necessary to apply for permits.
- Works effectively with a wide variety of people; maintains composure under difficult circumstance; provides support and leadership to city department staff; manages project demands, priorities, costs, and time lines to meet service requirements; and communicates views and concerns of the general public, city employees, and representatives of other agencies to the supervisor and Community Development Director.
- Verifies valid contractor's license, and valid business license information has been filed with the City.
- Routes permit application packages for plan review; prepares files for records management system processing.
- Helps maintain a variety of building and land development related records.
- Performs other related duties as required.

### **MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

Requires an Associates degree with coursework in engineering, urban planning, building codes or inspection principles or techniques, or closely related field; supplemented by two (2) years previous experience working in a building or planning department; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

#### **Licenses or Certifications:**

- Possess and maintain ICC Permit Technician Certification or be able to obtain within the first year of employment.

#### **Knowledge, Skills and Abilities:**

- Knowledge of modern office practices and procedures.
- Knowledge and familiarity with site and building plans, codes, ordinances and related terminology; architectural drawing convention and what comprises a complete set of plans.;
- Knowledge of processes and procedures associated with permitting; and records management practices.
- Knowledge and understanding the relationship between City unified development code and development and building code requirements.
- Ability to learn quickly and apply departmental policies and procedures affecting the acceptance and review of permit applications and commonly used land use and building codes and land development ordinances.
- Ability to follow verbal and written instructions; communicate effectively in both verbal and written form.

- Ability to establish effective working relationships with customers and department and City staff.
- Ability to keep accurate records.
- Ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.
- Ability to learn, retain, interpret and communicate technical and complex information, terminology, policies and procedures.
- Ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.
- Ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.
- Ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.
- Ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.
- Ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.
- Ability to exercise judgment, decisiveness, and creativity in situations involving evaluation of information against measurable or verifiable criteria.

#### **PHYSICAL DEMANDS**

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

#### **WORK ENVIRONMENT**

Work is regularly performed without exposure to adverse environmental conditions.

**The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.**

*The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.*