

## Job Description



### PERMIT TECHNICIAN

Department:	<b>Community Development</b>	Revised Date:	<b>August 2008</b>
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**GENERAL PURPOSE:** Under general supervision, provides information and assistance to the general public, processes permit applications, and performs administrative support functions for the Community Development Department.

#### **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.*

- Provides Department information and customer service; answers questions as first point of contact for customers; responds to customer questions on zoning, building, land use, permit readiness, project fees and other issues; explains policies, codes, standards, and procedures; answers questions on land use and planning issues within scope of authority and training.
- Reviews and accepts development plans and permit applications; reviews applications for completeness, calculates and collects applicable fees, and forwards applications to appropriate staff for review; assists Community Development Department staff; provides administrative support services as needed, including receptionist functions; researches issues as requested; processes documents and maintains permit records, files and activity log.
- Creates, updates and tracks a variety of electronic and paper files, records, applications, reports, and technical documents; enters department and customer information and other data into Town computer systems; accesses and locates information for customers, staff, authorized agencies and others; notifies other agencies and departments as needed; compiles operational information for regular activity reports; tracks permit activity and monitors expiration dates.
- Performs other related duties as assigned or required.

#### **MANAGERIAL RESPONSIBILITIES:**

None.

## **Job Description**

### **MINIMUM QUALIFICATIONS:**

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

High school diploma or GED equivalent; AND two year's office support and computer experience, preferably in a government office; OR an equivalent combination of education and experience.

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

- Must possess State of Arizona Driver's license.
- International Code Council (ICC) Permit Technician certification is required within one year.

#### **Required Knowledge of:**

- Town policies and procedures.
- Policies, procedures, regulations, operations, and services of Community Development Department.
- Applicable Federal, state, and Town codes, laws, statutes, and ordinances.
- Geography, roads, and landmarks of Town and surrounding areas.
- Office administration processes and procedures.
- Customer service standards and protocols.
- Record keeping and file maintenance principles and procedures.
- Business and personal computers, and specialized software applications.

#### **Required Skill in:**

- Explaining rules and regulations, and Town codes, policies and procedures.
- Entering information into a computer system with speed and accuracy, and maintaining electronic records, files and databases.
- Providing effective customer service, and dealing tactfully and courteously with the public.
- Operating standard office equipment, and a personal computer utilizing standard software.
- Establishing and maintaining effective working relationships with co-workers and the public.
- Communicating clearly and concisely, both verbally and in writing.

#### **Physical Demands / Work Environment:**

- Work is performed in a standard office environment.