



SC-PAY GRADE 7

## **PERMIT TECHNICIAN I**

### **DUTIES AND FEATURES OF THE CLASS:**

This position involves performing some clerical tasks and some job specific tasks requiring the exercise of judgment in the application of prescribed procedures and methods to routine matters. The work is performed under the general direction of a supervisor and is reviewed periodically.

### **EXAMPLES OF WORK:**

- Assists contractors, builders and the general public in obtaining building permits, mobile home placement permits, zoning certificates and tax releases
- Calculates fees to ensure accurate customer billing
- Identifies and resolves problematic situations where appropriate, referring more complex problems to Permit Technicians II or III
- Assists pet owners in obtaining dog licenses and assists customers with Transfer Tickets (trash tickets)
- Provide general information concerning County building requirements
- Assists with customer and public complaints
- Performs clerical tasks such as answering phones and filing
- Initiates action to resolve complaints or discrepancies
- Performs related work as required

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Ability to review building plans and understand basic data needed for the issuance of a permit. Ability to view and understand tax maps, flood maps, school and fire district maps utilized in the building permit process. Must have a general understanding of the Planning and Zoning Ordinances as they relate to building permits. Ability to learn the County software program used for the issuance of permits. Ability to work with the public under stressful situations and provide service in a professional manner. Effectively communicate ideas and information to supervisor and co-workers. Develop constructive and cooperative working relationships with the public, coworkers, internal and external customers.

### **QUALIFICATIONS:**

- Minimum High School diploma or G.E.D, with emphasis on office practices, or any equivalent combination of education, training and experience which provides the required knowledge, skills, and abilities
- General knowledge of basic office practices
- Excellent customer service skills
- Ability to use a 10-key calculator, telephone, computer, fax and other office machines
- Ability to handle incoming/outgoing calls with tact and high level of customer service
- Working knowledge of Microsoft Office Products (Word, Excel, Outlook)
- Some knowledge of office terminology and business math

### **ADDITIONAL REQUIREMENTS:**

- Direct Deposit Required
- Pre-Employment Background Screening
- Pre-Employment Drug/Alcohol Testing
- 35-hour workweek (Monday thru Friday 8:30 A.M. to 4:30 P.M.)

Revised 6/2013