

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Permit Technician	Job Code: 2450
Date: March 26, 2018	EEO Code: TE
FLSA Designation: Non-exempt	Civil Service Status: Covered (UC)

DEFINITION: This is technical permit issuance and basic plan checking work in an assigned department.

CLASSIFICATION STANDARDS: Positions allocated to this classification are responsible to a designated supervisor and perform all tasks under general supervision. This work is distinguished from other technical and customer service classifications in that it issues permits. Some duties may vary based on the assigned department.

ESSENTIAL DUTIES: Perform technical, administrative, and customer service duties; assess the needs of and assist developers, engineers, contractors, and the public with permit requirements and other relevant information such as licensing, bonding, and insurance; interpret relevant codes, regulations, policies, and procedures; respond to telephone or e-mail inquiries regarding the permit process or other City concern, and if needed, refer callers to the correct source of information; review permit applications for completeness and City Code compliance; input data; research and gather statistical, fee, and credit information and write basic reports; to ensure project compliance, perform historical record research for department-related documents which may include approved plans/drawings, payments, certificate of occupancies, contractor's affidavits, inspections, and public utility easements; schedule appointments for inspection; perform first review of less complex plans; prepare correspondence and documentation for department professional staff on issues such as bond foreclosures; maintain permit files and logs.

Calculate, collect, issue invoices for, track, and make daily deposit of permit fees; balance department-related daily receipts for permits and other fees; prepare income statements, ledgers, and spreadsheets; coordinate financial transactions with the Finance Department; collect bonds; ensure that bonds are in place; assemble bond documents and make reductions; take requests for bond releases; coordinate with other departments on permit issues; assist coworkers and other City employees.

Act as liaison between developers, engineers, contractors, the public, and department professional staff; at the first level, listen, address, and resolve customer concerns and issues involving the permit review, inspection, and issuance process; when necessary, refer customers to higher-level manager for problem resolution; as needed during absences, perform some duties of higher level positions; perform other related duties as required.

MINIMUM REQUIREMENTS: High School Diploma or equivalent and three (3) years of permit processing or licensing experience which included regular public contact, preferably in a public works, community development, or other technical City function, experience reading and interpreting basic plans and City Codes preferred **OR** an equivalent combination of job-related education/experience [substituting each one (1) year of post-secondary education/training for six (6) months of experience].


License(s)/Certification(s): A valid, lawful Driver's License is required.

SELECTION FACTORS: *Knowledge of:* procedures for processing permits; calculating and collecting fees; related laws, codes, rules, and regulations governing functions of the position; basic construction/infrastructure terminology; basic plan/drawing review; policies and procedures established for the work system; the operations, functions, and terminology common to the work; basic English composition, spelling, and grammar. *Skill in:* operating a computer; using spreadsheet and database software; researching and collecting data; preparing basic reports; performing mathematical calculations; proofreading and reviewing materials for detail; working independently; practicing trust-building behaviors. *Ability to:* read and interpret basic maps, plats, and drawings; assist customers with permit applications; obtain and enter data into application; prepare various materials in electronic and printed format; prepare clear, concise, accurate, and informative reports; quickly and accurately perform work; organize assigned work and develop effective work methods; communicate effectively both verbally and in writing; exercise independent judgment while evaluating situations and in making determinations; resolve customer concerns; develop and maintain effective working relationships with the public, coworkers, and supervisors; demonstrate a high level of commitment to the principles of positive customer service; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public.

TOOLS AND EQUIPMENT USED: Computer, printers, copier, calculator, spreadsheet and database software, other standard office equipment, motor vehicle.

PHYSICAL DEMANDS: Requires sitting at a desk or computer for long time periods or standing at a counter. May lift up to 20 – 25 lbs. May walk up and down stairs for meetings.

ENVIRONMENTAL FACTORS: May include exposure to potentially stressful circumstances, including, the meeting of strict deadlines, contact with individuals in potentially difficult situations, and other stressful conditions related to the work place.



Department Director

8 March 2019
Date



Mayor/Chief Administrative Officer

3/26/2018
Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.