



PERMIT TECHNICIAN

CITY OF CELINA
Last Update: January 2021

FLSA Category: Non- Exempt
Class Code: Emergency Essential

It is an exciting time to work for the City of Celina. We are growing and looking for dedicated and collaborative people to join our team of talented and valued employees. High performing organizations have a set of principles, core values that are used to implement their goals and objectives. Those values represent what we are deeply passionate about and guides the decisions of the individual employees and the organization. At the City of Celina, we demonstrate our high performance by modeling the Values of **Excellence, Community, Integrity** and **Service** and it is expected of all we employ.

Summary:

Under general supervision of the Permit Manager, the purpose of this position is to process building permit applications and related documents; provide information, customer assistance, and explain City codes and policies to citizens and applicants.

Essential Job Functions:

- Provides outstanding customer service to external and internal customers by phone, walk-in, email, and other mediums
- Effectively communicates departmental information; answers questions as first point of contact for customers; processes documents, permit applications, and deposits; answers questions within scope of authority and training
- Reviews and accepts building permit applications; reviews applications for completeness, collects applicable fees, and forwards applications to appropriate staff for review
- Accepts contractor and sub-contractor permit applications; reviews supporting documents for accuracy and completeness of required documentation
- Collects fees and issues receipts; balances and reconciles receipts to monies collected at the end of each business day
- Responds to questions regarding permit readiness, project fees and other issues; explains policies, codes, standards and code violations
- Maintains permit log, files and records management programs; maintains records and plan review files, prepares periodic reports and conducts surveys as required
- Assists Departmental employees, including inspectors, plans examiners, and management; provides administrative support services as needed; researches issues and provides data on permit and plan issues on related subjects; drafts policy clarifications
- Responds to requests for information, provides technical information to City staff as authorized; provides assistance to the public within the scope of authority; provides assistance, technical guidance and training to City staff on technical issues and statutory requirements;
- Performs other duties as assigned or required



Knowledge, Skills, Abilities, and Behaviors:

- Ability to successfully multi-task in a high-pace customer service environment;
- Ability to learn and navigate permitting software;
- Demonstrated excellence with details, organization, trite material and repetitive tasks;
- Exhibits exceptional organizational skill;
- Ability to understand City organization, operations, policies, and procedures;
- Ability to learn to read/comprehend building plans, permit applications and specifications, and the ability to communicate technical requirements to architects, engineers, contractors, developers, and to the general public;
- Understands principles of record keeping and records management;
- Ability to learn and understand the application of municipal building codes and ordinances;
- Naturally establishes and maintains cooperative, pleasant, and professional working relationships with employees, contractors, and the public;
- Has proficiency in operating a personal computer, printer, and scanner and utilizing a variety of permit tracking and business software; and Word/Excel/ Outlook;
- Exhibits effective communication, both oral and written;
- Professionalism in responding to complaints;
- Regular, punctual, and consistent attendance for the assigned work hours is essential.

Typical Minimum Qualifications:

- High School diploma or GED equivalent AND one (1) year of experience in an office environment, preferably in a government environment; OR an equivalent combination of education and experience required.
- Candidates are required to obtain International Code Council (ICC) Permit Technician certification within one (1) year of employment, following successful completion of the employee's probationary period.

Physical Demands/Work Environment:

- Work is performed in a standard office environment and occasional outdoor conditions.
- The position is subject to sitting, standing, bending, and reaching for extended periods of time;
- May be required to work immediately before, during, or after an emergency or disaster in addition to normal work-week hours.
- Limited travel and attendance at training opportunities, seminars, etc.

Equipment and Tools Utilized:

- Equipment utilized includes personal computer, (Microsoft Office) copier, calculator, fax server, telephone, and City vehicles.

ACKNOWLEDGEMENT

I acknowledge that I have read and understand the duties necessary to be successful in this position. I understand this description is not an employment agreement or contract and the City has the exclusive right to alter this description at any time without notice. If, at any time, I become unable to perform the essential functions of the above position, it is my responsibility to notify my supervisor and/or Human Resources.

Employee Printed Name

Date

Employee Signature

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 described herein.