

CITY OF MILWAUKIE

CLASSIFICATION: PERMIT TECHNICIAN

Department: Community Development/Building Division Grade Number: 8(58) FLSA: Non-exempt
Location: Johnson Creek Blvd. Union: AFSCME EEO Category: 6 – Office/Clerical

DESCRIPTION:

Performs a variety of customer service, clerical and technical duties related to the City's building permit counter. Provides information and assistance to customers in applying for and obtaining City permits. Provides technical information and assistance to developers, contractors, homeowners, and members of the general public. Works under the general direction of the Building Official.

DUTIES AND RESPONSIBILITIES:

(Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.)

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Processes permit applications by accepting the application, checking the applications and plans submitted for accuracy and completeness, receipting application in, calculating fees, receives payment, routing to appropriate review staff, monitoring application progress for status reports, and preparing permits for issuance; issues from routine to more complex permits within scope of authority and responsibility assigned. Assures that policies and procedures are followed in the receipt, routing and processing of permit applications.
2. Answers questions regarding building permit and land use requirements at the counter or on the phone.
3. Maintains accurate and timely records of the permit process; inputs, maintains and compiles a variety of data on permitting activity, such as the number of permits by type, valuation, permit fees, review time, problem areas, conditions imposed, actions taken, etc.
4. Analyzes permitting system; develops, recommends and implements approved permit system changes to make the processes more efficient and effective.
5. Prepares maintains and stores records, files and logs related to permit issuance and inspections; prepares documents and plans for archiving.
6. Recommends changes to codes, rules and regulations based upon common problem areas and special land use development issues.
7. Assists in the scheduling of requests for field inspections and maintains an inspection activity log. Assists in coordinating the permitting process with building official, inspectors, planners, engineers, fire inspectors and other agency staff.
8. Relays instructions, technical information and inspection requests to field inspectors.
9. In cooperation with the planning, fire, and public works and departments, monitors the addressing system for both new and existing buildings.
10. Performs research and evaluation of codes and ordinances as assigned and recommends improvements. Researches problems and complaints regarding commercial and residential uses and

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building permits.

11. Assists in the resolution of complex and sensitive customer service issues, either personally, by telephone or in writing.
12. Makes administrative updates to software to reflect changes in fee schedules, permits and inspection segments and trains others on use of software.
13. Works with IST to maintain the Building Division's web page.
14. Maintains positive public relations with customers and is responsive to customer needs.
15. Develops safe work habits and contributes to the safety of self, co-workers and the general public.
16. Performs other duties as required.

JOB SPECIFICATIONS:

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience will be considered.)

1. Job Preparation:

a) Education:

- i) High school diploma or GED mandatory; preferably associates degree or two years of college in land use, urban planning, public administration, building technology or closely related field; or
- ii) Any equivalent combination of education and experience.

2. Prior Experience:

a) Work Experience:

- i) Two (2) years of progressively responsible experience such as in construction, customer service, or related field; or
- ii) Any equivalent combination of education and experience.

b) Necessary Knowledge, Skills and Abilities:

- i) Knowledge of Oregon Administrative Rules and Statutes and general land use development.
- ii) Knowledge of zoning regulations.
- iii) Knowledge of building administration and general building construction, planning and land use rules and regulations, engineering policies and procedures and related departmental and city ordinances.
- iv) Considerable knowledge of manual and computerized record keeping.
- v) Knowledge of English usage, spelling, punctuation and grammar and of proof reading techniques.
- vi) Ability to learn and apply the applicable laws, ordinances, and department rules and regulations and principles and techniques, and all other aspects of the duties and responsibilities.
- vi) Ability to read and understand complicated plans and blueprints.
- vii) Ability to create documents in Word, Excel, Access and other job specific operating systems.
- viii) Ability to maintain filing and record keeping system.
- ix) Ability to greet the public and respond to inquiries both in person and via the phone.
- x) Ability to perform basic math.
- xi) Ability to establish and maintain effective working relationships.

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- xii) Ability to work as a team member.
- xiii) Ability to perform the essential functions of the job.

3. **Special Requirements:**

- a) Must be able to pass the department's security clearance standards.
- b) Prefer Permit Technician Certification from either Oregon Building Officials Association (OBOA) or International Code Council (ICC).

4. **Tools and Equipment Used:**

- a) Computer and printer, fax machine and copy machines; Computer software including MS based word-processing, spreadsheet, and data base, and telephones.

5. **Supervision:**

- a) This position does not provide supervision to any other staff.
- b) Operates under the general direction and supervision of the Building Official.

6. **Communications:**

- a) Has frequent communication with the general public, other City staff and contractors.
- b) The communications is moderately complex and may be confidential.

7. **Cognitive Functions:**

- a) Work is performed with moderate to high level of independence using established and known procedures with some latitude.
- b) Problems needing resolution are moderately difficult with precedent available.

8. **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- a) Work is performed mostly in office settings with extensive computer workstation inflexibility in order to input and retrieve information from the computer system. Employee is frequently required to stand at a counter to assist customers.

9. **Resource Accountability:**

- a) This classification may make budgetary recommendations and is partially accountable for compliance issues.
- a) Persons in this classification have a slight impact on a modest resource amount.

The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Drafted: 06/16/98
Adopted: 07/01/98
Revised: 11/30/04