



PERMIT TECHNICIAN

Title: Permit Technician
Dept: Public Works
Compensation: Range 12: \$2669 – \$3268, plus benefits
Status: Non-exempt
Representation: Non-Uniformed Personnel Union

Description of Essential Functions: This position performs work under the direct supervision of the Planner and the general supervision of the Chief Administrative Officer. The Permit Technician processes, receives, accepts, routes, reviews and issues permits. These include but are not limited to Building, Land Use, Street, Electrical, Water, Surface Water, and other Public Works permits. This position requires a basic knowledge of building, land use code enforcement, and utility codes related to the issuance of various permits. Work also involves the analysis of factual information requiring judgment to select appropriate guidelines and procedures.

The Permit Technician will be responsible for general input of permit information into an automated permit system, maintaining the data and records, and resolving data errors. This position will also: coordinate pre-application meetings with Departmental staff and other City staff as well as outside agencies as applicable; verify permit information including legal descriptions; assign official city addresses and notifies relevant agencies of said address; research property records and project history; maintain a list of pending permits and maintain their current status; and, route and monitor permit applications and plans to City Departments, consultants, and other agencies as applicable.

The Permit Technician provides customers with information regarding the permit requirements and the application process, and calculates and assesses appropriate fees; responds to inquiries from owners, contractors, developers and the public concerning building codes and permit regulations at the counter and over the phone; and performs frequent customer service work both on the phone and at the front counter as the initial representative and liaison for the Planning, Building, and Public Works Departments. This position deals with case sensitive and occasionally controversial issues affecting the public. The Permit Technician works regularly with diverse groups of people and organizations. The Permit Technician is expected to respond to the public and other inquiries relative to the City's policies and procedures. This position handles messages and complaints from citizens in a polite and professional manner; determines the nature of message or complaint and, if it cannot be resolved, refers it to the appropriate staff member.

This position is required to thoroughly review applications for completeness, accuracy, and compliance with local, state and federal regulations. This position will research permit

application status and record and log permit activities; update permit records and files; and enter date into automated system. The permit technician will issue periodic statistical and other reports for governmental agencies and department heads when required.

This position coordinates the process for review and approval of land use matters, permits, variances, and other related procedures; coordinates hearing examiner cases for permits by reviewing and routing application requests and informing interested parties about the public hearing and final actions, as well as may act as staff to the hearing when necessary.

This position will generally not supervise any staff except for occasional interns and temporary employees.

Additional Duties of the Permit Technician: Other duties include but are not limited to, exercising independent judgment within established procedures to make decisions about day-to-day issues and activities related to customer issues; apply policies and procedures to situations; effectively communicate, both verbally and in writing; deal tactfully and courteously with customers, both internal and external; and prepare, maintain and process a variety of documents. This position requires the ability to evaluate, analyze, and review permit applications and other public plans and maps. This position may assist with preparation of Requests for Proposals (RFP) including development of criteria, standards, and rating guides; develop and prepare subcontractor, agency, and consultant agreements and amendments, including program goals and objectives, performance standards, reporting requirements, and budgets. The incumbent may be required to review and monitor accounting and service records of subcontractors and consultants to determine actual costs for services; prepare semi-monthly invoices; validate that the amounts charged comply with contract provisions and applicable laws, rules, and regulations; and approve the release of funds to reimburse contractors.

The Permit Technician provides assistance to the Public Works Director, Planner and Building Inspector/Code Enforcement Officer as directed. The Permit Technician is required to perform other duties as assigned.

Examples of Work

- Assist customers at Public Works/Planning/Building permit counter
- Review basic plans, verify accuracy and completeness of information
- Calculate ALL permit fees
- Perform specific plan check review procedures, review applications for code compliance and assure application is technically complete prior to acceptance by the City, including all required exhibits and fees
- Review complaints for code violations and basic life, health, safety issues
- Log, assign, process, and record citizen complaints
- Answer telephones for the Planning, Building and Public Works Department
- Schedule permit inspections

- Compile and prepare statistical reports relative to permits
- Maintain accurate records of utility systems
- Verify plans include accurate utility, survey and legal descriptions
- Dispatch utility crews as necessary to respond to emergency situations
- Assist in the preparation of plans, specifications, and estimates for Public Works projects
- Assist in the performing routine building and engineering inspections
- Prepare files for archiving
- Supply information to internal and external customers about development regulations including zoning, building, land use, and public works, and critical areas. Also provide general directions, maps and other general data.
- Interpret information for customers about basic construction/design requirements, land-use related procedures, development standards, and the permit process
- Maintain computer input on permits and track the permit status. Update computer and physical files on a daily basis
- Prepare and monitor work processes from intake to issuance of a permit including inspections
- Maintain accurate and complete records of construction progress, inspections sign-off sheets and files
- Conduct preliminary plan reviews
- Investigate and resolve customer complaints
- Prepare legal notices, documentation and various administrative reports
- Perform research for permit-related matters
- Confer with and advise members of the general public, property owners, architects, engineers, developers, and others regarding City policies, procedures and standards
- Provide and explain City codes and ordinances
- Receive and respond to complaints and inquiries on property conditions and zoning violations
- Prepare, maintain and update planning-related files and records
- Coordinate meetings
- Prepare reports, letters and other materials

- Issue Certificates of Occupancy
- May supervise, delegate, explain work instructions, and review the work of volunteers or other employees
- Perform other duties as assigned

Knowledge, Skills and Abilities: Familiarity with City ordinances and codes relating to basic land use, building codes, zoning, and community development and public works standards. Basic understanding of the principles and practices of the issuance of building, planning, public works, water, surface water, and electric permits and customer services related thereto. Familiar with the Uniform Building, Plumbing, Fire, Electrical and Mechanical Codes and Washington State laws relating to Public Works. Basic understanding of public information processes as well as an understanding of the developer or architect. Familiarity with a range of researching methods using a variety of information and data sources to include but not limited to property ownership and easements. Skill in providing effective customer service; the ability to communicate effectively to the public to explain permit procedures, codes and how to interpret technical information. Familiarity with Planning and Building vocabulary. Knowledge of routine and complex clerical procedures and functions.

Must be oriented toward community service and be sensitive to the public process. General knowledge of office procedures, including effective filing and accurate record keeping techniques. Must have strong organizational skills and a strict attention to detail and process.

Ability to learn, interpret and apply applicable local, state and federal codes. Learn methods and practices of construction and materials used in building constructions. Perform general technical and clerical work involving the use of independent judgment and personal initiative. Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities. Compile and maintain records. Read and interpret construction plans and determine compliance with various codes. Communicate clearly and concisely, both verbally and in writing. Establish and maintain cooperative working relationships with those contacted in the course of work.

Minimum Qualifications: High School Diploma or GED required; an Associates Degree preferred. A minimum of one year experience in permit management, planning, building, public works, construction customer service, and/or municipal land development, or a combination of equivalent experience and education. Previous experience in local government preferred.

Knowledge of Microsoft Office products required.

Licensing and Other Requirements: A valid Washington State driver's license or equivalent mobility. ICBO Permit Certification, or the ability to obtain one, is highly desirable.

Work Environment/Physical Demands: Work may be performed at various locations, however, most work is performed in an office environment. This position may be required to stand at a counter for extended periods of time. Frequent bending, crouching and lifting files and boxes may be required. May be exposed to hostile customers.

This description was prepared to indicate the general nature, kinds of activities, and levels of work difficulty typically required. It is not designed to contain or be interpreted as a

comprehensive inventory of all duties, responsibilities, and/or qualifications required of employees assigned to this position. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or is a logical assignment to the position. Individuals may perform other duties as assigned.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The City of Milton is an equal opportunity employer and does not discriminate based on disability, race, marital status, gender, religion, age or national/ethnic origin.

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

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