



Effective: 05 Nov 2020  
City of Sweet Home  
Permit Technician Job Description  
FLSA Non-Exempt

AFSCME: S → WA 14 January 2021  
City Manager: Rog Jones 05 Nov 2020

## PERMIT TECHNICIAN

The City of Sweet Home values trustworthy employees with a positive attitude who are willing to offer great service, are committed to customer satisfaction and actively support and uphold the City's mission and values. Professionalism, tact, and strong interpersonal skills are important to be an effective and efficient team member. Day to day responsibilities are unique to each role but contribute to a common direction and a collaborative work environment. Regular attendance is essential for continuity, productivity, and success. Practicing good judgement which exemplifies integrity is essential. Employees are to be responsible and accountable for their work and treat others in a respectful and supportive manner. The City encourages employees to develop themselves professionally and personally.

### A. SUMMARY:

The person in this position performs a variety of advance duties in support of the receipt, processing and record keeping functions of the Building Inspection Program, including, but not limited to, providing information and assistance to customers in applying for and obtaining permits; processing, tracking, and issuance of permits. This person must ensure timely processing of application requests, as required by both state law and the City's Operations Plan. The position provides backup support for other members of the Building Inspection Program.

### B. SUPERVISION RECEIVED AND EXERCISED:

Work is performed under the direction of the Associate Planner, or his/her designee; who reviews work on the basis of results obtained.

### C. EXAMPLES OF DUTIES:

The duties listed here are intended for illustration. The omission of any assignment does not exclude it from the position.

1. Responsible for the intake, processing, issuance, tracking, and record maintenance of all permits.
2. Responsible for all fiscal matters for the Building Inspection Program, including the preparation and filing of all required state reports. Daily reconciliation of cash and preparation of weekly deposits.
3. Maintain Building Permit Program records and special reports; produce related reports for staff, outside agencies and customers (e.g. permit activity reports, annual reports)
4. Respond positively and proactively to customer complains/concerns and provide information on departmental and City policies and procedures.
5. Research a variety of building-related issues contained in the files including, ownership, regulations, etc., utilizing various automated systems for research.

6. General office and clerical duties as needed.
7. Receive and process applications for permits from the public, including a technical review of all materials to ensure completeness and compliance with applicable codes and checklists.
8. Assists in the development of short- and long-range plans; gathers, interprets, and prepares data for studies, reports, and recommendations; and coordinates department activities with other departments and agencies as needed.
9. Prepares a variety of studies, reports, recommendations, and related information for decision-making purposes.
10. Attends professional development workshops and conferences to keep abreast of trends and developments in the field.
11. Represents the City of Sweet Home by responding to the public, citizens, its employees, and others in a prompt, professional, and courteous manner while continuously maintaining a positive customer service demeanor. Regards everyone, internal and external, as a customer and delivers the best service possible in a respectful and patient manner.
12. Serves as a member of various City committees or work groups as assigned.
13. Assists other staff in the performance of their duties as assigned.
14. Maintains regular job attendance and adherence to working hours.
15. Operates a motor vehicle safely and legally.
16. Performs other duties as assigned by supervisor.

#### **D. WORK ENVIRONMENT/PHYSICAL DEMANDS:**

*Essential duties require the following physical abilities and work environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. In the performance of job duties, the employee is frequently required to walk, sit, talk, and hear. The employee is occasionally required to use hands to finger, handle, feel, and operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl.
2. Work is performed mostly in office settings. Some outdoor work is required in the inspection of various land use developments and construction sites. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
3. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close, distance, color and peripheral vision; depth perception; and, the ability to adjust focus.
4. Manual dexterity and coordination are required to perform the work. This is used while operating equipment such as computer keyboards; calculator; and telephones.
5. In the performance of the job duties, the employee will occasionally work in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, or airborne particles.
6. The noise level in the work environment is usually quiet to moderate in the office and moderate in the field.

#### **E. ADDITIONAL POSITION REQUIREMENTS:**

##### **Ability To**

1. Understand basic construction practices, state codes, and city ordinances as they relate to construction industry.

2. Deal effectively with builders, engineers, architects and the general public; communicate clearly and concisely, both orally and in writing.
3. Be able to read and interpret legal descriptions and construction documents.
4. Have the ability to work both independently and as a team member.
5. Ability to add, subtract, multiply, and divide, using whole numbers, common fractions, and decimal. Must have the ability to accurately calculate fees and perform mathematical calculations including ratios and percentages.
6. Ability to make independent decisions in accordance with established policies in a consistent manner.
7. Understand and interpret information on construction drawings, blueprints, and maps; remain current on codes as they relate to the building permit process.
8. Provide information regarding the application process over the phone as well as in person.
9. Exercise good judgement and follow procedures in a fair and equitable manner.
10. Coordinate the operations of the permit counter including recommending procedures and practices that ensures the workflow runs smoothly, both within the Building Program and throughout the City organization.
11. Perform a variety of data entry functions; input data from various sources; assure data is posted to appropriate accounts; proofread data for accuracy and completeness.
12. Communicate effectively orally and in writing with architects, contractors, developers, property owners, supervisors, employees, and the general public; and establish effective working relationships.
13. Effectively present information in one-on-one and small group situations to customer, clients, and other employees of the organization.
14. Interact with agitated community members in a productive, objective and equitable manner.
15. Conduct and understand statistical calculations and be prepared to make presentations as needed.
16. Prepare and interpret maps and other graphical presentations.
17. Learn and apply city ordinances, state statutes, and state administrative rules.
18. Read and write a variety of documents, including correspondence, proposals, and other persuasive and informative materials.
19. Apply common sense understanding to carry out instruction furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
20. Communicate effectively and professionally with diverse audiences, including the public, the City Council, and City staff at all levels.
21. Form efficient and effective working relationships with other employees and the public.
22. Work in a busy environment with multiple activities and customers.
23. Be at work on time. Be available for work. Give a full day's work.
24. Respond in a positive manner to directions.
25. Learn present jobs as well as new jobs within the scope of the position. Adjust to change.
26. Get along with others.
27. Learn, know and follows the rules, policies, practices and procedures of the department.
28. Be physically and mentally fit for work.

### **Required Knowledge and Skills**

In the performance of job duties, the employee will use a personal computer and various software programs; motor vehicle; calculator; digital camera and/or video recorder; portable radio; phone; copy and fax machines; and other related tools and equipment.

**License and Certificate**

Must be able to acquire the Permit Technician Certification from the Oregon Building Officials Association within the first certification program available, or one year, whichever is less.

Oregon Notary Certificate required within 60 days.

**Experience and Education**

High school diploma or general education degree (GED) or higher; Associate Degree preferred; four (4) year of related work experience; or any equivalent combination of education, experience, and training which demonstrates the required knowledge, skills, and abilities.