

PERMITS TECHNICIAN I

JOB DESCRIPTION

Classification Responsibilities: A Permits Technician I is responsible for reviewing permit applications and issuing routine on-site building and right-of-way construction permits (varies by assignment). Incumbents in this class record results of field inspections, write inspection requests, and provide data entry from permit applications. Incumbents are also responsible for answering various specialized questions regarding the City's development-related codes, policies, ordinances, and processes. This position performs related duties as required.

Distinguishing Features: The Permits Technician I is a training class whereby employees learn to review permit applications, issue routine permits, and answer various specialized development-related questions. This class is supervised by a Permits Supervisor. Work involves extensive public contact requiring considerable tact and persuasion, particularly when dealing with often irate or distraught customers. This class differs from the Permits Technician II class by the latter having responsibility for performing more difficult, technical or complex work. This class may be cross-trained in various areas of the Development Services Division and may occasionally be assigned to work at various facilities. Employees in this class may progress by noncompetitive promotion to Permits Technician II upon meeting the specific criteria-based promotion requirements of performance and training. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Graduation from high school or GED. Some (6 months - 1 year) full-time clerical work experience involving extensive customer contact.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Bilingual (Spanish/English) skills are desirable. Experience working in a construction, public sector building inspections, utility, or development-related environment is also desirable. Word processing, database, and/or spreadsheet experience is preferred.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, management, and contractors in order to explain departmental policies and procedures. Contacts applicants regarding permit approvals and answers questions from the general public regarding permit applications, utility services, and compliance and zoning issues. Prepares written documents using clearly organized thoughts and using proper sentence construction, punctuation and grammar in order to issue building and

right-of-way permits, and generating internal memos and reports. Communicates with the general public, often under considerable pressure and/or in stressful situations.

Manual/Physical: Enters data or information into a personal computer in order to issue permits, calculate fees/charges, maintain public records, and record inspections. Operates a computer, copier, microfilm reader, typewriter, printer, calculator, telephone, and fax machine in order to calculate fees, issue permits, notify applicants, research records, and respond to inquiries. Reads microfiche, issues permits, reads plat maps, construction plans, and building permit applications. Moves construction plans (maximum weight 40 lbs.) for distances of up to ten feet in order to file and route plans and may retrieve plans from shelves above shoulder level. Meets scheduling and attendance requirements.

Mental: Sets priorities for own work such as permit issuance, posting inspections, and calling applicants. Performs mathematical calculations of fees to verify square footage and property dimensions in relation to proposed construction. Reads and interprets information from blueprints or work plans to calculate costs for permits water and sewer services. Understands and interprets schematic drawings, layouts, zoning maps, plats, and simple drawings. Learns to screen construction applications and log in plans for permits by checking for proper completion. Obtains census tract, zoning information, county assessor's number, address verification, and records onto the application. Codes information, explains the plans process, and assists in recording results of field inspections. Locates plans for internal/external customers. Records meter orders and releases.

Knowledge/Skill/Abilities:

Knowledge of:

general development codes and City ordinances;
building, plumbing, mechanical, electrical, and construction terminology;
word processing, database, spreadsheet, and computer operations; and
planning and zoning ordinances, site plans, and census tracts.

Skill in operating standard office equipment including personal computers, other keyboard devices, copiers, facsimile machines, and microfilming equipment.

Ability to:

learn to log in plans for permits by assisting Permits Technician II's in completing applications and reviewing for accuracy and completeness;
read and interpret maps, plats, and simple drawings;
operate a personal computer;
establish and maintain effective working relationships with management, coworkers, representatives from other City departments, and the general public;
read quarter section maps, as-built plans, plats, and improvement plans;
read engineering plans in order to identify utilities, fire hydrants, benchmarks, and other related items;
check address plats, policy area maps, and other reference materials to verify information; and
communicate effectively with coworkers and other City departments.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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PAY GRADE: 37

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INCREMENTS 62-200