

PERMITS TECHNICIAN II

JOB DESCRIPTION

Classification Responsibilities: Under general supervision, a Permits Technician II performs technical and skilled work which involves: processing construction applications, plan submittals, and building and right-of-way permits; tabulating payments for permits and development impact fees; issuing construction permits; reviewing basic plans; posting inspection results; and interpreting basic building codes and ordinances, including building inspection-related subjects (vary by assignment). Incumbents may also perform a variety of routine engineering and data entry duties in support of the development services records and research activities (by assignment). Duties also include: answering questions and explaining/interpreting the policies and procedures of the work unit; receiving, processing, and coordinating requests for new utility installations and changes to existing utilities; dispatching crews for service and emergency calls; and transmitting requests for various development-related services. This class performs related duties as required.

Distinguishing Features: Incumbents in this class perform skilled and varied paraprofessional assignments involving extensive public contact of a specialized nature in the review of applications and issuance of routine permits. Employees in this class are required to provide information regarding development and City services. Considerable tact and persuasion is required in dealing with customers who may be irate or distraught. This class differs from the Permits Supervisor class by the latter having supervisory responsibility, as well as greater technical knowledge and expertise of the functions performed. Employees may progress to this class by noncompetitive promotion upon meeting the specific criteria-based promotion requirements or performance and training. Work is performed under the general supervision of a Permits Supervisor. 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. Any combination of training, education, and experience equivalent to at least one year (2+ years preferred) of work experience involving extensive customer contact.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Bilingual (Spanish/English) skills are desirable. Word processing, database, and/or spreadsheet experience is preferred. Certification as a Permits Technician is highly desirable. Experience involving in-person customer contact with a private or public construction, utility, or development-related organization is also desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates verbally in person or by phone with the general public, other City employees, management, and contractors or developers in order to interpret the City's rules, regulations, requirements, and procedures as they pertain to public and private development. Contacts applicants regarding permits and approvals, and answers questions from the public regarding permit applications. Prepares written documents using clearly organized thoughts and using proper sentence structure, punctuation, and grammar in order to respond to utility questions; resolve problems; and issue building, plumbing, mechanical, and electrical permits. Operates a two-way radio to dispatch crews to handle trouble calls. Communicates with the general public, often under considerable pressure and/or in stressful situations.

Manual/Physical: Uses a personal computer (PC) for entering data in order to issue building permits, right-of-way permits, maintain public records, and record inspections. Operates a computer, copier, two-way radio, microfilm reader, typewriter, calculator, telephone, and facsimile machine in order to: calculate permit fees, issue permits, notify applicants, research records, and respond to inquiries. Reads microfiche, plat maps, construction plans, and building permit applications. Letters charts, maps, and site plans to assign addresses and show location of water and sewer lines. Uses an engineering scale to measure distances on quarter-section maps for addressing and verifying water, gas, and sewer line locations. Uses graphic instructions such as blueprints and microfilm of engineering drawings to locate utilities, verify depth of utilities, review plans, and calculate costs of permits. 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: Estimates material costs from blueprints or work plans to calculate costs for off-site permits and water and sewer services. Issues street work and pavement replacement permits where necessary. Consults gas and water agreements, private line books, and commercial proposal sheets to verify eligibility and check cost factors of applications. Locates service tie-ins for field personnel from improvement plans and microfilm readers. Performs a variety of elementary and routine engineering calculations. Prepares monthly balance sheets and monthly statistical tables. Researches legal descriptions and obtains as-built information from City maps and records. Prepares requests for utility services and coordinates the approval process with engineering personnel. Prepares work orders, invoices for payment (IFP's), service orders, and other utility installation-related cost adjustments. Assists in the preparation of monthly work summaries and customer contact reports. Sets priorities for own work including: plan review, permit issuance, posting inspections, and calling applicants. Performs mathematical calculations of permit fees to verify property dimensions in relation to proposed construction, and verify square footage. Understands and interprets blueprints, schematic drawings, layouts, zoning maps, plats, and simple drawings. Codes applications with census tract, zoning designation, and county assessor number, verifies addresses, and assists in recording results of field inspections. May also assist in the training of new employees.

Knowledge/Skill/Abilities: (may vary by assignment)

Knowledge of:

general building codes;
construction terminology;
planning and zoning ordinances, site plans, and census tracts;
gas, water, electric, and sewer utilities, and the terms used in the installation of these utilities;
basic symbols and terminology used in engineering drawings;
civil engineering principles, practices, and standards; and
PC software applications.

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

Ability to:

read and interpret maps, plats, and drawings;
log in plans for building permits by assisting customers in filling out applications and checking them for completeness;
obtain census tract, zone information, the county assessor's number, and record the information onto the application;
enter information from permit applications into a PC and store until permits are approved and issued;
review, approve, and issue permits from applications and site plans for single-family, swimming pools, electrical service upgrades, plumbing, and demolition permits;
advise applicants regarding permit approvals and fees;
answer questions from the general public regarding permit applications;
code information, process plans, ordinance interpretations, etc.;
record results of field inspections;
fill in for the Permits Supervisor as needed;
operate a PC and calculator;
calculate, assess, and refund construction fees, development fees, and tax in conjunction with permit issuance;
coordinate plan submittals to ensure that documents are complete and information is accurately transmitted between the plan review staff and applicants;
communicate effectively with the general public, often under considerable pressure; and
establish and maintain effective working relationships with management, coworkers, representatives from other City departments, and the general public.

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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Revised to Update Department Title 1/16

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PAY GRADE: 40

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IND-8810

JOB FCTN-TEC

SWORN-No

INCREMENTS 62-200