

PERMITS TECHNICIAN III

JOB DESCRIPTION

Classification Responsibilities: A Permits Technician III is responsible for providing advanced-level technical and skilled support that involves dealing extensively and independently with the public, including citizens, developers, contractors, and other City employees regarding the processes and requirements for obtaining various construction permits over the counter, via telephone, or online. Duties include: leading and training Permit Technician staff; completing fee calculations for complex projects and balancing daily payments; preparing refund requests; reviewing and interpreting constructions documents, schematic drawings, zoning maps, plats, etc., for compliance with City codes and ordinances; explaining process requirements for obtaining various construction permits; and coordinating permit applications and requests for new utility installations and changes to existing utilities, including reviewing water line sizes and meter sizes for accuracy of installation. This class is involved in extensive public contact with accepting and reviewing applications and construction documents for completeness using the electronic permitting system. In addition to the responsibilities of a Permit Technician II, incumbents in this class are expected to serve as the subject matter experts in the land development and entitlement process; handle day-to-day decisions independently and without detailed instructions or guidance; handle the more complex situations and resolve issues; and act as a lead for Permit Technician I and II positions including training of new employees. Performs related duties as required.

Distinguishing Features: This class is distinguished from the Permits Technician II class by performing lead responsibilities, the greater degree of independence in handling day-to-day decisions, the lower amount of direct supervision received, and the advanced knowledge and expertise of the land development and entitlement process. This class demonstrates competencies in higher-level functions including complex fee calculations and training and mentoring Permit Technician I and II staff. Employees may progress to this class by non-competitive promotion upon meeting the specific criteria-based promotion requirements of experience, certification, and performance. 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. The class receives general supervision by the Permits Supervisor through meetings, reports, observation, and results achieved. 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. Minimum of two (2) years of experience as a City of Mesa Permits Technician II and International Code Council (ICC) Permit Technician certification.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Bilingual (Spanish/English) skills are desirable. Word processing, database, and spreadsheet experience is preferred.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Communicates verbally in person or by phone with the public, other City employees, management, and contractors or developers to interpret the City's rules, regulations, requirements, and procedures as they pertain to the land development and entitlement process. Contacts and assists applicants regarding permit submittals, and answers questions from the public regarding permit applications. Answers work procedural questions presented by subordinate-level employees. Communicates workload and priorities to supervisor and employees. Prepares written documents using clearly organized thoughts and using proper sentence structure, punctuation, and grammar to respond to utility questions; resolve problems; and issue construction permits for all disciplines. Communicates with the public, often under considerable pressure and/or in stressful situations. Answers questions from the public and other city employees regarding the computerized permitting system.

Manual/Physical: Operates a variety of office equipment including a PC, on-line cashiering system, credit card machine, printer, and microfilm machine in order to review construction documents, issue various permits, maintain public records, record inspections, calculate permit fees, issue permits, notify applicants, research records, and respond to inquiries. Reads microfiche, plat maps, engineering drawings, construction plans, and building permit applications. Reviews maps, and site plans to confirm addresses and identify location of water and sewer lines. Uses computer software 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: Issues construction, street work and pavement replacement permit 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 engineering calculations. Prepares monthly balance sheets and monthly statistical tables. Research 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. Conducts quality control of all data entered into the permitting system for proper calculation of permitting fees, development impact fees, water meter and utility fees. Performs mathematical calculations of permit fees to verify property dimensions in relation to proposed construction and verify square footage. Assists in the preparation of monthly work summaries and customer contact reports. Sets priorities for self and work group including plan review, permit issuance, posting inspections, and calling applicants. Understands and interprets blueprints, schematic drawings, layouts, zoning maps, plats, and drawings. Verifies that applications include accurate census tract, zoning designation, and county assessor number, verifies addresses, and assists in recording results of field inspections. Participates in the evaluation of subordinate-level employees by monitoring overall workflow; spot checking work completed for volume, accuracy, and timeliness; and reviewing and resolving problems or complaints referred by

employees. Comprehends requests and complaints from customers in order to resolve disputes and make corrections to records.

Knowledge/Skills/Abilities:

Knowledge of:

lead principles and practices;
the principles and techniques of customer service and public relations;
processes and requirements for obtaining various construction permits;
fee schedule and cashiering principles;
cash handling and cashiering policies;
Mesa City Code Title 4 regarding refunds and calculations of refunds;
Submittal documents;
building and nuisance codes;
building inspections;
impact fee applications;
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 office equipment including: PC, copier, on-line cashiering system, credit card machine, printer, and microfilm machine.

Ability to:

lead and train subordinate-level staff;
fill in for the Permits Supervisor as needed;
complete assignments independently and without detailed instructions;
review and interpret civil engineering drawings to determine locations of water and sewer lines;
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;
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;
multi-task while assisting customers;
maintain excellent customer service and communication skills at all times;
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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INCREMENTS 62-200

PAY GRADE: 42

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