



CLASSIFICATION DESCRIPTION

TITLE: PERMIT TECHNICIAN **JOB CODE: 8 (Non-Exempt)**

GENERAL DESCRIPTION OF DUTIES

Under direct supervision, the purpose of the position is to assist citizens and contractors with the processes of application, review and approval for building permits and inspections enforcing compliance with established City and State building and safety codes. Employee is responsible for administrative/clerical work in relation to regulatory standards, inspection activities, and permitting and licensing functions for building construction throughout the City. Performs other essential duties in support of departmental objectives to ensure safety, health and general welfare of the general public and business community.

SPECIFIC DUTIES AND RESPONSIBILITIES

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Receives, evaluates and processes private and commercial customer service requests, through friendly, professional customer service skills, ascertains the needs of the customer and provides appropriate assistance and information.
- Collaborates with customers and inspectors to schedule inspections, document construction and project status, and issue the appropriate documentation with compliance to established building codes and regulations.
- Coordinates commercial and private inspections and notifies appropriate work units; collaborates with building and code enforcement on permitting issues.
- Performs data entry tasks, and issues the appropriate documentation with compliance to established building codes and regulations; authorizes and documents permits.
- Performs both routine and non-routine administrative duties, as dictated by the nature of the task, e.g., data entry, records maintenance, filing, basic calculations, generate reports.
- Receives telephone inquiries from the general public and business community, ascertains the nature of the call, and resolves personally or directs it to the appropriate individual or department.

- Updates and maintains contractor registration files for current state and local licensing and insurance requirements; generates notices of insurance expiration.
- Provides the public and departmental requests with resources and interpretation of the various codes for which the division is responsible for enforcing; researches and reviews complaints.
- Maintains open communication with various departments, management, utility and private companies, Property Appraisers, emergency services and the general public for the dissemination of information.
- Performs related duties as directed.

MINIMUM TRAINING AND EXPERIENCE

High School Diploma or GED; supplemented by two (2) years responsible secretarial/customer service experience; or an equivalent combination of education, training, and experience.

LICENSES, CERTIFICATIONS OR REGISTRATIONS

Must possess and maintain a valid Florida Driver's License.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to understand and follow written and oral instructions.
- Ability to perform routine administrative support functions, e.g., bookkeeping, data entry, typing, reports processing.
- Ability to learn all functions relevant to the processing and approval of building construction permits, e.g., plans review, licensing, permitting, and inspections.
- Ability to compose routine correspondence, summaries and reports in a clear and concise manner.
- Ability to read, update and maintain various records and files.
- Ability to perform routine mathematical computations and tabulations accurately and efficiently.
- Skill in the principles and techniques of customer service skills; ability to act as a liaison.
- Ability to access, operate and maintain various software applications.
- Ability to operate basic office equipment e.g., computer terminals, printers, copy machines, telephone systems, facsimile machines.
- Ability to establish and maintain effective working relations with departmental personnel, Inspectors, and the general public.

PHYSICAL REQUIREMENTS

- While performing the essential functions of this job the employee is required to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

The City of Palm Coast, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, The City of Palm Coast, Florida will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.