

CITY OF OCEAN SHORES

JOB DESCRIPTION

Title: *Permit Technician I*
Reports To: *Building Official*
Salary Range: *Range 24 (\$ 3,651.94 - \$ 4,732.75)*

Job Objectives:

The employee in this position monitors, coordinates and processes all applications and building plan submittals assigned to the Public Works Department/Building Division for issuance. The employee assists applicants, members of the public, property owners, tourists and other City Departments by providing information about our permit application processes, permit issuance procedures, land use/zoning and all other questions related to Public Works/Building Division. Work requires close attention to detail and a considerable amount of public contact, in person, by telephone and through written communication.

Job Location and Equipment Utilized:

Work is performed indoors in a sometimes fast paced, office environment. The position requires use of basic office equipment such as fax machine, telephone system, copy machine, plotter, and ten key. Computer knowledge and use of software associated with word processing, permit issuance and spreadsheet applications are utilized daily.

Qualifications:

- ◆ High school education or equivalent
- ◆ Experience in local government agency processing permits and public information preferred
- ◆ Willingness to take classes and work toward ICBO Certification as a Permit Technician
- ◆ Customer service experience

Knowledge of:

- ◆ Development procedures and permit principles
- ◆ Word processing, spreadsheet and permit issuance software
- ◆ Proper telephone etiquette and methods of interacting effectively with the public
- ◆ Basic letter, report and other written communication techniques

Ability to:

- ◆ Maintain a professional attitude in a fast paced, sometimes stressful environment
- ◆ Greet and deal with the public in a pleasant, tactful, courteous manner
- ◆ Read, understand and follow procedures involved in receipting, reviewing, issuing and tracking permits
- ◆ Think critically through a process and solve problems
- ◆ Accurately maintain a variety of records including; cash receipts, and preparation of department activity reports
- ◆ Read maps, site plans and building plans
- ◆ Conform to office procedures and policies
- ◆ Co-operatively accept other tasks and / or duties as requested

Essential Functions:

- ◆ Able to learn and provide accurate information concerning but not limited to, general information, special projects, and permit issuance pertinent to Public Works Department/Building Division
- ◆ Able to work closely with other staff and supervision
- ◆ Excellent communication skills are required
- ◆ A professional presence, a positive attitude, and the ability to cooperate and communicate with others are essential daily Permit Technician I functions
- ◆ An individual in this position should constantly be learning through observing, listening, reading and assistance from senior staff. Asking questions is a very important means of learning the activities of a Permit Technician I

Other Requirements:

- ◆ Requires a valid Washington State Driver's License and a driving record acceptable to the City's insurance carrier.

Working Conditions And Physical Abilities:

Work is primarily performed in office settings. Some travel to off-site locations may be required.

- ◆ Must be able to perform Essential Functions.
- ◆ Requires visual and hearing acuity and manual dexterity to proficiently operate a computer and other office equipment.
- ◆ Must be able to sit for extended periods of time.
- ◆ Requires visual acuity to accurately read file labels and numbering.
- ◆ Requires manual dexterity to create and to maintain files.
- ◆ Requires ability to occasionally lift a minimum of 30 pounds.
- ◆ Requires ability to stand and to extend arms overhead to retrieve and to replace files.
- ◆ Requires ability to kneel and to bend to retrieve and replace files.
- ◆ Requires excellent listening and communication skills.