

## CITY OF LINCOLN PERMIT TECHNICIAN

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

### **DEFINITION:**

Under general direction, performs a variety of technical permitting functions on behalf of the City; provides customer service to the public; processes permit applications and performs other related duties.

### **DISTINGUISHING CHARACTERISTICS:**

#### **Permit Technician I**

This is an entry-level class in the Permit Technician series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Permit Technician I call is distinguished from the II level by the performance of less than the full range of duties assigned to the II level.

#### **Permit Technician II**

This is a journey level classification responsible for the daily operations of the permit center and customer service counter, and assists with planning/building services and functions, including limited analytical review of building and permitting matters such as code analysis for more complex matters such as Planning Commission and City Council staff reports. This position is a direct report to the Community Development Department Administrator but also works in consultation with other Division Services Managers.

### **SUPERVISION RECEIVED/EXERCISED:**

#### **Permit Technician I**

Receives immediate supervision from the Community Development Department Director or designee; and technical and functional supervision from an assigned supervisor.

#### **Permit Technician II**

Receives general supervision from the Community Development Department Director or designee; and technical and functional supervision from an assigned supervisor.

### **ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Responds to routine permitting inquiries and provides customer service to the public at the permit counter and via telephone, email and/or facsimile.
- Provides general information to the public regarding permitting processes.
- Receives and processes various types of permit applications; reviews application for accuracy and completeness.
- Researches and communicates the status of permits to applicants.

- Ensures that all permit records are kept and maintained as required in hard copy and electronic formats.
- Schedules inspections and pulls related permits for the Building Official.
- Calculates permit fees and provides fee estimates as requested.
- Routes plans to various City departments and/or divisions for review and sign-off; tracks plans and ensures their return in a timely manner.
- Perform a full range of technical duties in support of the Community Development Department's services and activities in both planning and building services divisions including but not limited to, minor plan checks, and review and approve plans and accompanying documents on over-the-counter permits.
- Research, compile and analyze data for special projects and various reports.

**PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires sitting, standing, walking, reaching, twisting, turning, kneeling, bending, stooping, and squatting in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination preparing permits using a computer keyboard. Additionally, the position requires near and far vision in reading work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds is also required.

**QUALIFICATIONS:**

The following are minimal qualifications necessary for entry into the classification.

**Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a Permit Technician.

**License/Certificate:**

A Permit Technician Certificate within six months of appointment is preferred.

**KNOWLEDGE, SKILLS AND ABILITIES:** *(The following are a representative sample of the KSAs necessary to perform essential duties of the position.)*

**Knowledge of:**

Permitting process, policies and procedures. Pertinent local, state and federal building, zoning, engineering, planning codes and regulations as it relates to the permit process. City permit and plan check procedures, rules, regulations and guidelines. Plan review and inspection procedures; principles and practices used in building and planning processes; land use planning and related construction permitting. Organization and operation of the City and outside agencies involved with development approval and coordination. Customer service standards and protocol.

**Skills to:**

Performing a variety of technical and administrative permitting functions. Responding to routine permitting inquiries and providing customer service to the public. Processing permit applications and monitoring for compliance. Communicate effectively verbally and in writing.

**Abilities to:**

Perform detailed, technical and specialized permit support work. Make sound, independent decisions with established policy and procedural guidelines. Respond to and effectively prioritize multiple phone calls, walk-up traffic and other requests/interruptions. Represent the department and the City effectively in meetings with other departments, public and private organizations and individuals. Organize and maintain a variety of files and records including those pertaining to permit approvals. Coordinate and monitor the progress of permit approvals through City departments and outside agencies; assist customers with obtaining permits. Establish and maintain effective working relationships with employees and those contacted in the course of the work.

|                        |  |
|------------------------|--|
| <b>Salary Range:</b>   | Refer to Professional/Administrative Salary Schedule |
| <b>FLSA:</b>           | Nonexempt  |
| <b>Employee Group:</b> | Professional/Administrative, Local 39                |
| <b>Adopted:</b>        | 09/26/17   |