

# City of Caldwell

## Class Specification

<b>Class Title</b>	<b>PERMIT TECHNICIAN</b>
<b>Job Valuation Number</b>	<b>1715</b>
<b>FLSA Designation</b>	<b>Covered</b>
<b>Pay Grade</b>	<b>Level 4</b>
<b>Effective Date</b>	<b>March 2021</b>

### General Statement of Tasks

Performs a variety of general office clerical, technical, bookkeeping and related support tasks for Building Department staff and the permitting process; performs related work as required.

### Classification Summary

The principal function of an employee in this class is to serve as a contact for the public and others having business with the Building Department and to provide support to department staff and the permitting process. The work is performed under the direct supervision of the permit manager and the general supervision of the Building Official. This class is distinguished from the class of permit manager by a lesser scope and depth of work, which includes responsibilities for financial and specialized department or division records and the absence of supervisory responsibilities. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with all city employees and the public. The principal tasks of this class are performed in a general office environment.

### Examples of Work (Illustrative Only)

#### ESSENTIAL TASKS AND RESPONSIBILITIES

- Accepts online and non-digital building permit applications, plans, and specifications for construction projects and distributes to applicable departments;
- Issues applicable building, plumbing, electrical, and mechanical permits;
- Performs minimal review of building plans and associated documents to verify document accuracy and completeness;
- Reviews plans to establish appropriate permit and plan review fees for all commercial and non-commercial projects;

- Receives, reviews and records permit fees;
- Measures non-digital construction drawings using an architectural and engineering scale;
- Receives and records Engineering fees as related to building permit applications;
- Schedules and distributes inspections to appropriate staff;
- Responds to requests for information from customers and general public;
- Answers department telephone calls, receives and greets visitors, and provides information to callers and visitors or makes referrals to appropriate departments or city personnel;
- Prepares a variety of correspondence including letters, reports, specifications, notices, and other related materials;
- Shares multiple tasks with the permit manager and records specialist;
- Distributes and sorts all incoming and outgoing mail;
- Applies city, department, and office rules, policies, and regulations in accordance with prescribed procedures and guidelines;
- Tracks and records a wide variety of activities, operations, and events and prepares reports in accordance with prescribed policies and procedures;
- Copies, packages, and distributes a variety of written materials as requested by designated office personnel;
- Gathers, assembles, updates, distributes, and files a variety of information, forms, records, and data;
- Collects and researches data for reports as requested;
- Interacts with city departments and personnel in the communication of information and safeguards confidential information regarding personnel matters;
- Performs all work tasks and activities in accordance with policies, procedures, and safety practices;
- Keeps immediate supervisor and others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates with others to maximize the effectiveness and efficiency of interdepartmental operations and activities to help keep a positive work environment;
- Attends approved meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices, and new developments in assigned work areas as requested by supervisor;
- Respects the opinions of others and maintains a positive and professional working relationship with employees, supervisors and others;
- Accepts and performs in a timely and effective manner changes in work assignments and/or how work is performed;
- Assists building department staff as needed;
- Performs other related tasks as assigned.

<b>Required Knowledge and Abilities</b>
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- Working knowledge of Microsoft Word and Excel spreadsheets;

- Working knowledge of modern office filing systems and office procedures, practices and equipment;
- Good knowledge of general bookkeeping practices;
- Ability to type proficiently and accurately on a personal computer;
- Ability to deal with a wide range of persons, including situations in which individuals may be upset over issues involving city activities and policies;
- Ability to communicate effectively, cooperatively, and maintain effective working relationships with city employees, supervisory personnel, and the public;
- Ability to be tactful and diplomatic in high stress situations;
- Ability in math to add, subtract, multiply, divide, and derive percentages;
- Ability to learn city policies and departmental rules, procedures, practices, and objectives;
- Ability to understand and follow oral and/or written policies, procedures, and instructions;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks, i.e. Citizenserve, Project Dox, Outlook, Word, and Excel;
- Ability to maintain clerical records of some complexity and to prepare reports from such records;
- Ability to understand and make work decisions in accordance with office rules, regulations, policies, and procedures;
- Ability to prioritize and manage multiple tasks;
- Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to perform a wide variety of tasks and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions. Must be detail oriented and possess good organizational skills;
- Possess integrity, ingenuity, and inventiveness in the performance of assigned tasks.

### **Acceptable Experience and Training**

- Graduate from High School or GED, supplemented by some course work in office management and data processing; and
- Minimum of one (1) year experience in the performance of secretarial, administrative support and data entry tasks; or
- Any equivalent combination of education, experience and training which provides the skills, knowledge and abilities necessary to perform the work.

### **Required Special Qualifications**

- Ability to obtain I.C.C. certification as Permit Technician within first two years of employment.
- Subject to a pre-employment drug test and background check.

## Physical Demands

- N (Not Applicable)** Activity is not applicable to this position.  
**O (Occasionally)** Position requires this activity up to 30% of the time (2.5+ hours/day)  
**F (Frequently)** Position requires this activity 30% - 60% of the time (Up to 5.5 hours/day)  
**C (Constantly)** Position requires this activity more than 60% of the time (Over 5.5 hours/day)

<b>Physical Demands</b>	<b>Lift/Carry</b>	<b>Hazards/Potential Exposure</b>
<u>F</u> Stand	<u>O</u> 10 lbs or less	<u>N</u> Toxins/caustics/chemicals
<u>F</u> Walk	<u>N</u> 11 – 20 lbs	<u>N</u> Extreme conditions
<u>F</u> Sit	<u>N</u> 21 – 50 lbs	<u>O</u> Dust
<u>C</u> Manual Manipulation	<u>N</u> 51 – 100 lbs	<u>N</u> Moving mechanical parts
<u>C</u> Grasp	<u>N</u> Over 100 lbs	<u>N</u> Potential electrical shock
<u>C</u> Reach Outward		<u>N</u> High pitched noises
<u>O</u> Reach Above Shoulder	<b>Push/Pull</b>	<u>N</u> Blood-borne pathogens
<u>C</u> Speak	<u>O</u> 12 lbs or less	<u>N</u> Gaseous risk/fumes
<u>N</u> Climb	<u>N</u> 13 – 25 lbs	<u>N</u> Construction zone hazards
<u>N</u> Crawl	<u>N</u> 26 – 40 lbs	<u>F</u> Communicable disease
<u>O</u> Squat or Kneel	<u>N</u> 41 – 100 lbs	<u>N</u> Hot liquids/fire
<u>O</u> Bend	<u>N</u> Over 100 lbs	<u>N</u> Height & confined spaces

## Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of written and electronic materials and information;
- Sufficient memory retention and concentration, with or without reasonable accommodation, which permits the employee to multi-task and focus on details;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to handle a variety of records and files and to operate a personal computer and various office equipment;
- Sufficient personal mobility, with or without reasonable accommodation, which permits the employee to function in a general office environment.

Approved by: \_\_\_\_\_  
 Public Works Director

Date: \_\_\_\_\_