



Department:	Community Development	Title:	Permit Technician I
Bargaining Unit:	Teamsters PTC	FLSA Status:	Non-exempt
Pay Range:	\$3,930- \$4,777 monthly (Depending on Qualifications)	Reports To:	Building Official or Code Enforcement Mngr.
Date:	July 6, 2018		

POSITION PURPOSE:

Under the direction of the Building Official or Code Enforcement Manager, this position serves as one of the primary department interfaces with the public regarding building permits, code enforcement and land use requirements by assisting with the intake of permit applications, code violation complaints, initiating the review process for project applications and responsible for approval of building permits related to compliance with zoning, related development regulations and critical areas.

POSITION OVERVIEW:

Assists the public with general and technical information related to building permits, code enforcement and land use requirements; when necessary, directs technical questions to appropriate staff. Accepts permit applications, issues permits, and assists in maintaining department records. Reviews and applies approved land use permits for compliance during processing of building permit applications, and processes code enforcement cases as directed. Administrative duties include reception, responding to requests for public records disclosure, limited clerical support, processing financial accounts and records, sorting mail, copying, supplies, and inventory.

Strong, adaptable abilities in communication, tact, and diplomacy, multitasking & organizational skills are essential to the successful performance of duties. This position is included in a bargaining unit.

SCOPE OF RESPONSIBILITY:

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this classification.

1. Assists the public with general and technical information and assistance related to building permit requirements, code enforcement policies and procedures and land use regulations.

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2. Receives walk-in customers and provides general information about permit process and procedures. Provides general information to the public regarding all land use and building codes and the application process.
3. Receives and directs incoming phone calls to the proper staff.
4. Performs technical review of building and other ministerial development permits to ensure compliance with zoning and related development regulations, comprehensive plan policies and conditions of approval for prior discretionary permits.
5. Provides input on minor development proposals requiring discretionary County approval, for example: variances, conditional use permits, minor shoreline permits and short plats.
6. Provides support and back-up assistance to Code Enforcement; and the Permit Coordinator.
7. Receives, receipts and enters permit applications into computer based permit tracking system.
8. Prepares permits for issuance and receipts same.
9. Handles monetary transfers that include cash, check, and credit card transactions.
10. Scans, copies and sends/receives/distributes documents and faxes.
11. Develops and maintains files, computer data bases, and forms.
12. Establish and maintain cooperative and effective working relationships with the public, customers, peers, and elected officials.
13. Reviews and processes building permit applications for compliance with zoning, related development regulations and critical areas.
14. Archives historical records.

ADDITIONAL RESPONSIBILITIES:

1. Works with other members of the Department in collaborative problem solving and completion of tasks.
2. Assists with the processing of Public Records Disclosure Requests for the Department.
3. Schedule and coordinate inspection requests.
4. Assists with the development of public brochures and media materials, as assigned.
5. May perform portions of the work of higher classified positions occasionally, as assigned.
6. May serve the County in a support role in the event of an emergency or disaster.
7. Performs other duties as assigned.



DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- ◆ Land use and building code procedures and regulations including State statutes; the interrelationships between land use, the environment, and economics
- ◆ Documents such as resolutions, ordinances, development codes, and records related to departmental related legislative processes
- ◆ Basic filing, record keeping, and file organization principles and practices
- ◆ Principles of conflict management and effective communication
- ◆ Proper English, spelling, grammar, punctuation and word usage
- ◆ Basic bookkeeping and record keeping
- ◆ Knowledge of general office practices and procedures
- ◆ Knowledge of documentation and records procedures and standards, including understanding of Washington State Public Records Disclosure laws and procedures.
- ◆ Mapping and graphic design application techniques, GIS, and computer applications supporting the Department

Ability to:

- ◆ Analyze and resolve work related problems
- ◆ Exercise initiative and judgment, and make decisions within scope of assigned authority
- ◆ Communicate effectively, both orally and in writing
- ◆ Multitask on various duties and have highly effective organizational skills
- ◆ Exercise deductive reasoning & logic skills
- ◆ Establish and maintain effective working relationships with public officials, other county employees, and with the general public
- ◆ Work independently with little direction or oversight
- ◆ Perform detailed work with a high degree of accuracy for extended periods
- ◆ Work with and maintain confidential information
- ◆ Exercise discretion and independent judgment in choosing approaches, methods, and resources to solve problems and achieve results
- ◆ Maintain necessary records and prepare required reports
- ◆ Operate standard office machines and equipment
- ◆ Work under pressure, meet deadlines, and cope with interruptions
- ◆ Read legal descriptions, plats, maps, and other engineering, survey, or land use related depictions of properties, boundaries, projects, and zoning

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- ◆ Handle contentious and potentially hostile customers with tact, diplomacy, and resilience
- ◆ Explain codes, ordinances, resolutions and regulations to the public with firmness, tact, consistency, and compassion
- ◆ Prepare effective and technically correct written reports
- ◆ Documentation and records procedures and standards, including understanding of Washington State Public Records Disclosure laws and procedures

Skills in:

- ◆ Effective technical written and oral communications
- ◆ Proactive and effective conflict resolution and mediation between staff, managers, other County staff, customers, and the public
- ◆ Highly proficient public relations and interpersonal communications
- ◆ Computer and equipment operations necessary to the functions of the position including the use of a variety of software programs such as Windows, MS Office (including Word, Excel, Access and PowerPoint), SmartGov, ESRI GIS products and Adobe Acrobat
- ◆ Calculating figures and amounts such as interest, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry
- ◆ Being flexible and adaptable to changing priorities

SUPERVISORY RESPONSIBILITIES:

- ◆ This position has no supervisory responsibilities

BEHAVIORAL STANDARDS:

- ◆ Respectful, courteous, and friendly to customers, other County employees, and County leadership; demonstrates and maintains honest and ethical behavior. Develops and maintains a positive working relationship with peers and management
- ◆ A team player that helps the organization meet its objectives; takes initiative to meet department and County goals
- ◆ Effectively communicates with customers and other County employees. Positively represents the County, maintaining the trust County residents have placed in each of us

WORKING CONDITIONS:

- ◆ Duties are performed primarily in an office environment and public settings, but do include outside inspections subjecting this position to a variety of weather and driving conditions

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- ◆ Work is mostly performed independently but does include small and large group settings
- ◆ Demands of managing multiple activities, addressing citizen needs and meeting established timeframes for work performance may cause stressful situations
- ◆ Position requires appropriate attire and image, projecting a professional attitude
- ◆ Out-of-town travel and a non-traditional work schedule may be required, at the sole discretion of the County

PHYSICAL REQUIREMENTS

- ◆ Sitting for extended periods of time while working at a computer, preparing written documents, attending meetings and driving a passenger vehicle
- ◆ Climbing stairs in County offices and other agency buildings
- ◆ Lifting (up to 40 pounds waist high), bending, stooping and twisting
- ◆ Manual dexterity for the operation of a keyboard for computer and equipment use
- ◆ Negotiating uneven terrain while performing site inspections
- ◆ Sight and hearing of acceptable standards

MINIMUM QUALIFICATIONS:

- ◆ A bachelor's degree in planning, law, architecture, engineering, construction management, or other closely related field*; AND
- ◆ One (1) year of professional experience in a comparable position with a city or county government; OR
- ◆ Two (2) years of private-sector experience in planning, architecture, project management, or residential/commercial construction
- ◆ Advanced computer literacy with experience in SmartGov, ESRI GIS applications, and Microsoft Word, Excel, Access, Adobe Acrobat and PowerPoint is strongly desired
- ◆ Bi-lingual with the ability to read, write, and speak fluently in Spanish is preferred
- ◆ A valid Washington State Driver's License

*Equivalent combination of education and experience to perform the essential functions of the job may be considered in lieu of Bachelor's degree



CLOSING STATEMENT

This job description does not constitute an employment agreement between the employer and employee and is subject to change as the needs of the employer and requirements of the job change.

Reviewed by:

Incumbent Signature

Date

Witnessed By:

Supervisor or HR Signature

Date

Chelan County is an equal opportunity employer and does not discriminate on the basis of disability in the admission or access to, treatment or employment in its programs or activities. ADA accommodations available upon request.