

Job Title: Permit Technician I
Department: Community Development
Reports To: Permit Technician Coordinator
Open Date: January 27, 2021
Close Date: Open Until Filled
Hiring Salary: \$14.26 - \$18.23 per hour, DOE
Salary Range: \$14.26 - \$21.40 per hour, DOE

To apply, please visit: <https://apps.meridiancity.org/jobs/>

Job Summary:

Incumbent performs a wide variety of entry-level administrative functions such as data entry, answering phones, greeting walk-in customers, typing, relaying messages, referring phone calls, and answering general department questions. Primary responsibilities include assisting customers with online permit and planning application submittal using Accela Citizen Access Portal and Project Dox, tracking of application workflows and issuing permits, Certificates of Occupancy, Temporary Occupancy them using enterprise software, and explaining policies and procedures related to development permitting process services. May perform pre-screen review of electronically submitted documents.

This is a specialized customer service position, which requires the ability to explain and apply specific city code, ordinances, policies and procedures. Duties require the incumbent to deal efficiently and professionally with a diverse customer base.

Incumbent works moderately independently within a scheduled routine, receiving general direction and supervision from the Development Permit Technician Coordinator.

Essential Duties & Responsibilities:

Assists customers in a high volume, fast-paced business environment in person, on the phone, through written correspondence and by electronic means with a wide variety of inquiries for Building, Land Development and Planning Services;

Receives plans and permit applications electronically, calculates and collects permit fees, and issues Building/Land Development/Planning Division permits, Certificates of Occupancy and permit documents;

Performs pre-screen review of electronically submitted documents to ensure minimum compliance with submittal standards;

Assists in the permit workflow process by maintaining awareness of the various approvals and requirements necessary from other agencies such as Ada County Highway District, Central District Health Department, and all other City divisions or departments;

Researches and responds to plan review and permit timeline questions;

Verifies applicant and project information required for accurate calculation of fees, receipt of final certificates of value, and correct task specific information has been completed by all parties in the workflow, prior to permit issuance;

Attends meetings with supervisor, Community Development Staff meetings, and strategic meetings, as needed;

Answers multi-line telephone and routes calls to appropriate person using excellent communication and telephone skills;

Provides responses and information for public records requests from the City Clerk's Office;

Posts payments for permits, and ensures all fees are paid, prior to issuing a permit;

Responsible for maintaining individual cash drawer and accounting for all transactions posted daily. Assists in processing of refunds as needed;

Responds to inquiries and conducts research using GIS mapping system, Community Development databases and other resources;

Maintains, sorts, organizes, and files department information electronically;

Prioritizes and organizes own work to meet deadlines;

Provides general support on use of the Accela Citizens Access Portal and Project Dox software to the general public, including guiding users through navigation of these systems. In the absence of Development Permit Technician Coordinator, generates reports, as needed by outside agencies, or as requested by the Department;

In the absence of the Development Permit Technician Coordinator, generates multiple accounting reports on a daily basis, and reconciles them in the previous days accounting;

Performs other duties as assigned or needed.

Job Specifications:

High School Diploma or GED and a minimum of two-years' experience in general office setting with an intense focus on customer service, data entry, and/or office/clerical support managing multiple tasks, or any combination of experience and training which demonstrates the equivalent scope of knowledge, skills and abilities necessary to perform the work.

Knowledge, Skills & Abilities:

Handles sensitive and delicate situations with a high degree of confidentiality and in a courteous, professional and timely manner;

Must be able to handle sensitive and delicate situations with a high degree of confidentiality and in a courteous, professional, and timely manner;

Possess Superior customer service skills, including excellent communication and telephone etiquette skills;

Displays a positive, “can-do” teamwork attitude of cooperation and the ability to establish and maintain an effective, respectful working relationship with department personnel, city officials, and the public;

Possesses skills in teambuilding, conflict resolution, be even-tempered, be a persuasive speaker, be a problem solver, be flexible, and possess good decision-making skills while being tactful, discrete, diplomatic and displaying a professional demeanor;

Must have exceptional organizational skills and the ability to effectively establish priorities and complete multiple, competing and time-dependent projects with superior attention to detail;

Considerable knowledge of organizing and maintaining accurate records and files;

Understanding of Building, Planning and/or Land Development Department Business Processes, preferred;

Willing to work in a fast-paced and demanding environment while displaying integrity, professionalism and an attitude of cooperation;

Ability to produce documents with clearly organized thoughts using proper sentence construction, English usage, vocabulary, punctuation, spelling and grammar;

Must be able to operate computers and other office equipment such as a calculator, binding, postage, scanner and photocopy machines;

Permitting process including database entry and tracking;

Microsoft Office Suite applications, including Word, Excel, Outlook, and PowerPoint;

Establish and maintain effective team working relationships with other employees and the public in a professional and positive manner;

Ability to read and interpret site plans;

Basic knowledge of building and planning codes/requirements;

Must be detail oriented;

Must be able to work with frequent interruptions;

Ability to learn and efficiently operate numerous building and development software;

Ability to work as a team member and relate well with co-workers, supervisors, other employees and the general public;

Ability to conduct research, apply basic mathematical skills and effectively use a personal computer and related software;

Must be well organized, meticulous and able to prioritize tasks;

Ability to process and handle public records utilizing both manual and automated filing systems.

Licensing or Certifications:

International Code Council (ICC), Permit Technician Certification or the ability to obtain this certification within the first 12 months of incumbent's date of hire;

Must hold a valid State of Idaho driver's license.

Work Environment and Physical Demands:

Work is performed primarily in an office environment with moderate noise level. The employee in this class is frequently subject to inside environmental conditions which provide protection from weather conditions but not necessarily from temperature changes, and is occasionally subject to outside environmental conditions;

Frequently requires sitting at a desk for long periods of time, up to 8 hours;

Requires ability to lift up to 20 pounds;

Constantly requires repetitive movement of the wrists, hands, and/or fingers;

Constantly requires clarity of speech and hearing, which permits the employee to communicate effectively;

Constantly requires clear vision to read printed materials and computer screen to accomplish work;

Requires sufficient personal mobility and physical reflexes, which permits the employee to function in a general office environment to accomplish the tasks noted above.

Travel Requirements

Occasional local travel is required using city-owned vehicles;

Out of area training is at the discretion of management.