

Code: 2301

Title: PERMIT TECHNICIAN

SUMMARY: Provides direct support to the public in the receipt and review of permit application packages, processing the permit applications by soliciting needed information, and upon completion of department reviews evaluating the permit application package for completeness and accuracy. It is differentiated from other clerical and administrative support classifications by the technical knowledge required in a code compliance environment, e.g. building codes and techniques, zoning and other site related codes.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Reviews permit applications for electrical, mechanical, hot water heaters and gas lines and calculates fees and issues permits and directs other permit applicants to appropriate staff or other County personnel/outside agencies to resolve technical questions or issues, e.g. zoning, right-of-way, wastewater, septic, building codes, etc., and determines permit description and coordinates the flow of permits to other sections by setting up the routing of the applications;

Communicates to the public, by telephone or mail, the technical comments and current status of their permits and provides guidance regarding what actions are needed to ensure approval and issue;

Provides specialized instructions and explanations to the public pertaining to complex permitting procedures and types of permits;

Responds to questions from the public, at the front counter and by telephone, departmental staff, and other governmental and/or outside agencies by researching and interpreting legal documents, permit records, and inspections performed;

Explains general code changes to the public and how the changes affect permits and fees;

Completes permit applicant, owner and contractor information and monitors the application progress at various stages of the review/approval process;

Performs research and data entry utilizing the departmental database;

Reviews submitted information for general completeness, accuracy and proper format;

Conducts preliminary plan review of residential and commercial construction plans, site plans and other data for compliance with applicable County building and related trades codes, laws, rules, regulations and industry standards;

Assigns permit types, e.g. Certificate of Occupancy, Combo, Compliance, Demolition, Electric, Fire Damage, Grading, Mechanical, Mobile Homes, Modular, Plumbing, Pool/Spa, Septic, Signs, Wall/Fences, and Wells in order to initialize the applicable permit application;

Confirms contractors are licensed and have appropriate bond exemption documents on file;

Examines, interprets and evaluates legal documents (deeds of trust and Assessor's Office database) pertaining to property ownership to ascertain the legal owner is applying for the permit;

Functions as a liaison between the public and review staff including resolving problems and complaints;

Reviews information entered by review staff for accuracy, completeness and proper use of valuation schedules and assessment of fees;

Determines, for management review, if a Notice or Hold should be placed on a permit due to questionable contractor status with the State of Arizona;

Provides applicant with receipt, permit and inspection hard card upon approval of application and collection of fees;

Maintains a balanced cash drawer, prepares bank deposit slips and forwards to the Pima County Treasurer;

Monitors advance payment accounts, makes adjustments and prints reports for supervisor/management review;

Calculates permit fee estimates for single family residences, additions, pools and detached residential structures and reviews Affordable Housing Waivers and deletes Impact Fees, when applicable.

KNOWLEDGE & SKILLS:

Knowledge of:

- public relations techniques in responding to inquiries and complaints;
- permit application process;
- computer software and the departmental database for building permitting;
- office procedures and manual and automated filing systems;
- techniques for preliminary technical plan review;
- codes and ordinances applicable to permitting;
- basic mathematics and accounting principles;
- County policies/procedures for calculating, receiving and accounting for fees received;
- basic construction practices and terminology.

Skill in:

- coordinating and prioritizing permit application documents;
- performing duties while assisting the public at a front counter and by telephone;
- resolving problems with irate customers;
- interpreting legal documents such as deeds of trust and determining property ownership;
- performing technical review of permit applications to determine accuracy and compliance with codes, etc.
- making mathematical calculations and performing basic accounting duties;
- communicating effectively, accurately and courteously with public, staff and outside agency personnel.

MINIMUM QUALIFICATIONS:

EITHER:

(1) Possession of a High school diploma or equivalent and three years of technical or administrative experience in a construction, real estate or building department setting performing construction plan review or drafting/drawing plans.

OR

(2) Two years of experience with Pima County as a Public Works Engineering Technician.

OR

(3) Three years of experience with Pima County as a Public Works Engineering Aide.

FOR PLACEMENT AS A PERMIT TECHNICIAN-IN-TRAINING:

(1) Possession of a High school diploma or equivalent and one year of experience as an Office Support Level III in Pima County.

Applicants accepted as Permit Technician-In-Training must successfully complete the department training program within a period of time not to exceed 18 months. The actual period of training will be determined by prior experience and consistent with program guidelines. The salary for Permit Technician-In-Training will generally be five percent below the established pay grade minimum of 2301/Permit Technician. Upon successful completion of the training program, candidates will transition to the full-performance Permit Technician classification and will be paid at the minimum of the pay range or at the current rate if above the minimum of the pay range.

OTHER REQUIREMENTS:

Licenses and Certificates: A valid Arizona Class D Driver's License may be required at the time of appointment. Some positions in this classification must obtain/maintain, as a condition of continued employment, an International Code Council Permit Technician certification within one year of hire/entry into classification. Failure to obtain/maintain the required certification shall be grounds for employment termination.

Special Notice Items: Some positions may require bi-lingual abilities, in English and a second-language, as determined by the Department.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

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