Chelan County
Classification Description

Department: Community Development  Title: Permit Technician
Bargaining Unit: Teamsters PTC  FLSA Status: Non-Exempt
Pay Grade: P030  Reports To: Code Enforcement Manager
Date: October 24, 2013

POSITION PURPOSE:

Assists the public with general and technical information related to building permits, code enforcement and land use requirements; and when necessary, directs technical questions to proper staff. Accepts permit applications, issues permits, and assists in maintaining department records. Review and processing of building permit applications, land use applications and 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.

PRINCIPAL ACCOUNTABILITIES:

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.
2. Receive, receipt and enter all land use and building permit applications into the computer based permit tracking system.
3. Provides support and back-up assistance to the Planning and Code Enforcement Technicians; and the Permit Coordinator.
4. Assists with the processing of Public Records Disclosure Requests for the Department.

ESSENTIAL RESPONSIBILITIES: 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. 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.
2. Receives and directs incoming phones calls to the proper staff.
3. 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.
4. Processes minor development proposals requiring discretionary County approval, for example: variances, conditional use permits, minor shoreline permits and short plats.
5. Assists the Code Enforcement Manager in performance of his/her duties.
6. Receive, receipt and enters all land use and building permit applications into the computer based permit tracking system.
7. Prepares permits for issuance and receipts same.
8. Handles monetary transfers that include cash, check and credit card transactions.
9. Makes copies and sends, receives and distributes documents, and faxes.
10. Develops and maintains files, computer data bases and forms.
11. Establish and maintain cooperative and effective working relationships with the public, customers, peers, and elected officials.
12. Assist in processing public records disclosure requests.

ADDITIONAL RESPONSIBILITIES:

1. Works with other members of the Department in collaborative problem solving and completion of tasks.
2. Reviews and processes building permit applications for zoning compliance.
3. Assists with accounting procedures that may include the processing of payroll and vouchers, and/or financial reports per the department’s general accounting system that includes grants, professional services contracts, supplies, equipment and budget monitoring.
4. Word processing includes documents such as resolutions, ordinances, development codes, department agenda items and maintenance of all departmental records related to legislative process.
5. Schedule and coordinate inspection requests.
6. Assists with the development of all public brochures.
7. May perform portions of the work of higher classified positions occasionally, as assigned.
8. May serve the County in a support role in the event of an emergency or disaster.
9. Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of and ability to perform basic filing.
2. Knowledge of principles of conflict management and effective communication.
3. Knowledge of proper English, spelling, grammar, punctuation and word usage.
4. Knowledge of basic bookkeeping and record keeping.
5. Knowledge of computer technology.
6. Knowledge of general office practices and procedures.
8. Ability to analyze and resolve work related problems.
9. Ability to exercise initiative and judgment, and make decisions within scope of assigned authority.
10. Ability to communicate effectively, both orally and in writing.
11. Ability to establish and maintain effective working relationships with public officials, other county employees, and with the general public.
12. Ability to operate computer equipment and applied software packages.
13. Ability to work independently with little direction.
14. Ability to perform detailed work with a high degree of accuracy.
15. Ability to work with and maintain confidential information.
16. Ability to exercise considerable discretion and independent judgment in choosing approaches, methods, and resources to solve problems and achieve results.
17. Ability to maintain necessary records and prepare required reports.
18. Ability to operate standard office machines and equipment.
19. Advanced level PC proficiency, including word processing and spreadsheet software. Type 50 WPM.
20. Ability to be flexible to changing priorities, work under pressure and meet deadlines and cope with interruptions.

BEHAVIORAL STANDARDS:

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

WORKING CONDITIONS:

Job involves desk work, which may be interrupted with phone and counter calls and at the public counter and dealing with difficult customers. Involves attendance at meetings on the County campus or off-site, before, during and after normal work hours. Reports and correspondence are typically prepared at the computer terminal. Occasional attendance at off-site meetings and/or training required.

MINIMUM QUALIFICATIONS:

Bachelor’s degree in Urban Planning, Architecture, Construction Management or closely related field and one (1) years’ professional experience in a comparable position with either city or county government agency preferred. Private sector experience in planning, construction industry, architecture, project management or development preferred, and may substitute for some, or all of city or county experience. Equivalent combination of education and experience to perform the essential functions of the job may be considered in lieu of Bachelor’s degree. Familiarity with building and development plans and a basic understanding of building and land use codes is