

RESOLUTION NO. 1078

A RESOLUTION creating the position of Senior Permit Technician and establishing a salary range for the position of Steps 25-31 under the CPEA salary schedule.

THE COUNCIL OF THE CITY OF CAMAS DO RESOLVE AS FOLLOWS:

I

There is hereby established a new position entitled Senior Permit Technician. Such position shall be under the supervision of the Community Development Director and his/her designees, and shall be responsible for the duties as defined in the job description (Exhibit "A") and as may be revised from time to time.

II

The salary range for the position of Senior Permit Technician shall be Steps 25 - 31 under the CPEA salary schedule.

ADOPTED at a regular session of the Council of the City of Camas, this 31st day of August, 2006.

SIGNED: _____

Mayor

ATTEST: _____

Clerk

APPROVED as to form:

City Attorney

SENIOR PERMIT TECHNICIAN

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

JOB OBJECTIVES

Under general supervision, to perform lead front line work within a variety of administrative and clerical functions of the Community Development Department, to include processing ministerial permit applications, assigning addresses to new subdivisions and lots, typing, file maintenance, answering phones and responding to the general public; to provide information to the public regarding permits, the calculation and collection of fees and the issuance of building permits; and to perform a variety of tasks relative to assigned areas of responsibility.

Serves as a liaison between the public and technical/professional staff. Provides general information about other divisions within the department to customers and refers them to appropriate outside agencies as necessary. Emphasis is on providing comprehensive customer service to ensure accurate and efficient response to requests. Customer contact occurs by walk-ins, phones, electronic mail, and postal mail. The customer service focus provides a foundation for all technical work and processes.

CLASSIFICATION DISTINCTIONS

This position is a lead position and as such will train and oversee the day-to-day work of subordinate position(s). This position is intended for employees with strong administrative, organizational, technical and customer service skills and with extensive experience related to land use and/or building permit application processing. The position requires technical knowledge of permit requirements and incumbents use independent judgment in applying permit related codes, department policies, regulations, and precedents to specific cases or problems. Results of work affect the accuracy, reliability or acceptability of processes or services within the work unit and department. Incumbents are also expected to possess and apply substantial skill, judgment, and tact in addressing customer service concerns. Employees must be able to explain technical processes and information to customers in non-technical terms, and use active listening techniques to verify customer questions and requests. Incumbents must also be able to perform research, be thoroughly proficient with the computerized tracking system and be able to refer customers to appropriate departments and/or outside agencies according to their requests and needs.

ESSENTIAL JOB FUNCTIONS

Responsibilities include, but are not limited to the following:

Training and overseeing the day-to-day work of permit tracking related to land use and building permitting.

Perform a variety of administrative and clerical functions for the Community Development Department including but not limited to processing permit applications, assigning addresses to new subdivisions and lots, typing, file maintenance, answering phones and responding to the general public.

Ensures customers receive friendly, comprehensive, accurate, and efficient service for requests and inquiries. Maintains a positive, professional approach to all customers, staff, and/or other interested parties.

Acts proactively to inform and educate customers about City and related processes and procedures. Provides customers with all pertinent verbal and written information to try and ensure customers have a thorough understanding of the process.

Receives, reviews, and processes a variety of land-use and building permit requests and applications. Assists general public in completion of these forms and documents. Refers public to appropriate agencies as necessary.

Applies building and land-use codes as directed.

Issues building permits after reviewing, analyzing, and researching applications that have gone through the development review process for ordinance compliance, conditions of approval and plan review for applicable building codes.

Prepares certificates of occupancy for residential and commercial buildings.

Calculates fees for all building permits and land use applications.

Reviews all land use and building applications for completeness (counter complete).

Responds orally or in writing to inquiries of a routine nature concerning land use and building codes.

Processes Type I applications, which include reviewing for compliance with city codes, and preparing staff reports and decisions for the customer. Type I applications include but are not limited to boundary line adjustments, sign permits, and other reviews as per code.

Utilizes the city's permit tracking system.

Operates a variety of office equipment such as computer terminal, cash register, fax machine, calculator and copier.

Serves as a liaison between the public and technical/professional staff.

Assists the public by providing general information regarding all of Community Development's functions and/or divisions.

Other duties may be assigned.

QUALIFICATIONS

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

High school diploma or GED. Additional related college coursework or a degree is desirable.

Experience:

Two years of experience emphasizing or including intensive public contact, customer service, organizational skills, and use of modern office technology.

Two years experience working in a land use planning or building office environment is preferred.

Any equivalent combination of education and experience, additional education substituting on a year-for-year basis for the required experience.

Certification as a Permit Technician through the Association of Permit Technicians is desirable.

Knowledge of... the objectives, principles, and techniques of urban and rural planning and land use control; land use and building permit processes, procedures and requirements; computer permit tracking system and geographic information systems (GIS) programs; standard office practices and procedures; business English; record keeping methods and procedures.

Ability to... comprehend and apply legal documents such as zoning codes, ordinances, and resolutions; organize, record, and tabulate technical information; accurately explain policies, procedures, laws, regulations, codes and ordinances, both orally and in writing; read and interpret maps, drawing of plots, building sites; apply sound judgment in making ministerial decisions independently in accordance with established policies, procedures, and regulations; effectively maintain harmonious relationships with customers, including co-workers; diffuse difficult or highly charged situations; follow oral and written instructions; operate standard office machines and equipment.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Work is performed primarily in an office setting at a customer service counter/area. Public contact is heavy, at the counter and on the telephone, accounting for a substantial amount of time spent on the job. Incumbents may be assigned to work at the counter on a rotating basis. Working at the counter entails constant interaction with customers. Incumbents must listen, speak, read and interpret information from written sources and on the computer. The incumbent spends a significant amount of that time retrieving information from the computer, requiring repetitive motion of the hand and wrist, and retrieving information from remote file locations, requiring walking, climbing stairs, bending, crouching, reaching and lifting files and objects up to 24 pounds in weight. When not assigned to the counter, incumbents work at a desk, returning phone calls, processing information on the computer, and/or retrieving information from remote file locations.