



CLASSIFICATION NO. 054

Established: 4/73

Revised: 11/90, 4/18

FLSA: Non-Exempt

EEO: 6

PERMITS SPECIALIST

CLASS CHARACTERISTICS

Under general supervision, to serve as first contact for the general public and provide assistance in the application and issuance of permits; to receive complaints regarding violations of County codes and ordinances; to maintain records and compile information; to inform the public of County codes, ordinances, laws and regulations pertaining to the permit process; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Permits Specialist is a journey-level classification that is primarily used within the Department of Transportation and Development. Incumbents in this classification have strong administrative, technical and customer service skills without specialized expertise in permits and plan review, and perform a variety of clerical support duties, which require knowledge of the County's permit process and its codes, ordinances, laws and regulations. The Permits Specialist primarily assists the general public in making applications for permits and/or receives complaints regarding violations of County codes and ordinances.

The Permits Specialist differs from the Permits Technician, which is expected to have all the requisite knowledge and skills to perform the full range of permit processes, including simple plan review which requires certification.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Assists builders, contractors, developers, and the general public at the customer service counter, or on the phone, with general information on current related State statutes/codes, County rules and regulations; answers questions regarding policies and procedures related to permitting and plan review with the County.
2. Researches County records, computer files, files and other sources for building information to respond to customer inquiries; verifies when contractor licensing is necessary, confirms licensing status and validates contractor has correct licensing for type of permit application submitted; prepares reports and complete correspondence regarding field investigations; maintains records, inspection reports, certificates and other program records.
3. Issues building, mechanical, manufactured dwelling, demolition, grading, plumbing, electrical, site and septic system permits and inspection completion certificates based on information provided by the customer; determines type(s) of permits needed; calculates and collects permit fee estimates and charges; issues receipts and balances cash drawer receipts; monitors the permit and plan review status and provides current information to staff

and the public; updates, maintains, and monitors the permit tracking system; enters information into permit files.

4. Receives complaints from the general public regarding violations of County codes and ordinances; compiles records of property and owner(s)/violator(s); requests inspections to verify violations; prepares correspondence to violator when violations are confirmed; routes complaints/files to higher level staff; follows up on complaints until violations are resolved.
5. Determines when State or other agency permits are required before a local permit can be issued; refers customer to appropriate agency.
6. May assemble residential and commercial plans for issuance by transferring all marks and stamps, assembling addenda and written materials, and verifying all other department reviews have been completed and approved.
7. Participates in developing clerical procedures, routines, forms, and record keeping systems, which assist in the plan review process.

REQUIRED KNOWLEDGE AND SKILLS

Knowledge of: County codes and ordinances; County permit process, procedures and requirements; standard office practices and procedures; business English, spelling and arithmetic; recordkeeping and bookkeeping methods and procedures.

Skill to: Accurately explain policies, procedures, laws, regulations, codes and ordinances; use tact and judgment in dealing with the general public; make decisions independently in accordance with established policies, procedures and regulations; use initiative with only general instruction and guidance; work harmoniously with other employees; communicate effectively, both orally and in writing; maintain composure with a demanding or angry public; establish and maintain effective working relationships; operate office equipment and machinery; search and compile information; organize and maintain records.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of one (1) year of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None required.

PRE-EMPLOYMENT REQUIREMENTS

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving,

incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

OTHER INFORMATION

The Permits Specialist is part of a promotional path within the Building Codes Division. Incumbents in the Permits Specialist classification may be promoted to the Permits Technician classification upon satisfactory completion of an approved training and development plan. Possession of the required knowledge, skills and abilities at the higher-level must be documented in an approved promotional evaluation.