



CLASSIFICATION TITLE: Permit Technician III	JOB NUMBER: 7234	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Planning Manager	PAY GRADE: 18	FLSA STATUS: Non-Exempt

GENERAL SUMMARY

Performs intermediate technical work coordinating activities in the permitting division including processing and issuing various permits, providing assistance to customers and coordinating permit reviews with other City departments and agencies, and related work as apparent or assigned. Work is performed under the limited supervision of the Planning Manager ("supervisor").

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- In conjunction with the Planning Manager, coordinates work activities of permitting division staff, including prioritizing and assigning daily work and training of staff as needed; reviews work in progress and upon completion to ensure accuracy and compliance with instructions and established procedures; handles day-to-day coverage issues.
- Analyzes and resolves technical problems and questions encountered in the work that Permit Technician I and Permit Technician II level employees cannot answer; received, investigates and resolves the customer's questions, problems and complaints.

- Serves as the liaison and primary point of contact between the City and customers (citizens, developers, etc.) regarding the requirements, policies and procedures of building permits, public works permits, fire permits, land use projects, and related technical services and information, to ensure permits are reviewed and issued in a timely manner.
- Coordinates all project reviews for building, planning, public works, and other departments as determined. Tracks permit review status ensuring reviews are completed within appropriate time frames. Coordinates with reviewing departments and compiles departmental reviews, comments, plans, and files for permit issuance and provides status updates to appropriate parties as necessary and appropriate.
- Tracks Commercial Certificate of Occupancy and Temporary Certificate of Occupancy permits, coordinates with other departments to determine if certificates may be issued and communicates needed corrections or necessary comments to applicants, and provides status updates to appropriate parties as necessary and appropriate.
- Responds to technical information requests and inquiries from the public regarding permits and inquiries from the public regarding planning, building and engineering requirements, regulations and restrictions within established limits; directs the public to appropriate City codes, regulations manuals, information sheets and permit applications or as necessary, other City staff for more specific technical information.
- Manages all annual fees related to City permitting and planning to include calculating the appropriate fee rates per the Richland Municipal Code and the City fee schedule, and ensures all departmental documentation and permit management software are reflecting and calculating the correct rates.
- Serves as subject matter expert and administrator for permit management software programs, to include keeping the software up-to-date with necessary and required changes, configures the programs to fit departmental needs, and manages user access and trains other departmental and City users as necessary and appropriate.
- Organizes approved plans/permits from multiple departments; reviews plans and permits for accuracy, completeness and compliance with established procedures;

ensures appropriate permits and fees are created; reviews and compiles invoices across departments; notifies customers of approval.

- Performs all functions of the Permit Technician I and Permit Technician II positions.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Applicable Federal, State, and local laws, rules, codes, and regulations related to assigned activities.
- Principles and techniques of customer service.
- Terminology, practices, and procedures used in building trades and construction.
- Business letter writing and report preparation techniques.
- Principles and procedures of accounting, bookkeeping, and statistical reporting.
- Modern office practices, methods, procedures, and equipment.
- Record-keeping principles, procedures, and techniques.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Interpersonal skills using tact, patience, and courtesy.
- Technical aspects of building, planning and Public Works permitting procedures.

Skills and abilities to:

- Learn, interpret, and apply department policies, procedures, organization, and operating details.
- Understand City development regulations and procedures.
- Learn, understand, and administer departmental software programs.
- Understand City addressing system.
- Input, update, and maintain computerized data and text records, and perform data entry.
- Type 40 words per minute with accuracy.
- Maintain and prepare financial and complex clerical records and reports.
- Deal tactfully and courteously with the public in responding to technical questions and handling difficult customer complaints.
- Understand and carry out oral and written directions.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise, and understandable manner to intended audiences.

- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, organize own work, set priorities, and meet critical time deadlines.
- Operate a variety of modern office equipment and personal computers in a Windows-based computing environment using standard or customized software application programs appropriate to assigned activities.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Provide continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.

SPECIAL REQUIREMENTS

- Valid driver's license.
- Permit Technician Certification upon hire and maintain throughout employment.

EDUCATION AND EXPERIENCE

High school diploma or GED and five (5) years of experience in an office setting, including at least three (3) years as a Permit Technician II or equivalent.

COMPETENCIES

Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.

- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT



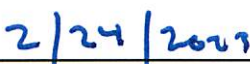
The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires regular and punctual attendance at the office or other assigned locations; work requires the occasional exertion of up to 25 pounds of force; work constantly requires speaking or hearing and using hands to finger, handle or feel, frequently requires repetitive motions and occasionally requires standing, walking, sitting and reaching with hands and arms; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operating motor vehicles or equipment, and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

	
Human Resources Director	Date
	
Department Head	Date
	
City Manager or Authorized Designee	Date