



POSITION DESCRIPTION

Title: **Permit Technician**
Department: Planning and Community Development
Representation: IBEW 483 (International Brotherhood of Electrical Workers)
FLSA Status: Non-exempt
Pay Grade: 14

GENERAL PURPOSE

The Permit Technician serves as the primary contact for the Planning and Community Development Department providing customer service to the public, processing permit applications intaking compliance complaints, and providing direct support to the Planning Manager.

SUPERVISION

This position performs work under the direct supervision of the Planning Manager. This position works closely with the Building Official, Stormwater Compliance Inspector, Public Works Director, City Engineer and City's Utility Supervisors. This position does not have any supervisory responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Although the primary duties of the Permit Technician are listed below, 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 this position. Primary duties include but are not limited to:

- Serves as primary contact for the department at the front counter, on the telephone, and through email;
- Answers general questions relating to inspection processes, administrative code, development standards/procedure, and land use permits and regulations.
- Provides guidance to applicants in how to use the customer permitting portal (i.e., how to register a portal account, how to apply for permits, how to request inspections, etc.).
- Performs building, fire, engineering, and land use permit fee estimates prior to permit submittals.
- Accepts, reviews, and processes all development permit applications, plans and other related documents for completeness and accuracy, determining acceptability for intake for further review by Department's plan reviewers.
- Performs data entry into automated tracking system and routes submittal information and plans, and receipts monies.
- Creates and maintains public information material (e.g., brochures, flowcharts).
- Assists with permits/records filing system, including archiving.
- Processes public disclosure requests and provides copies of plans and permit files.
- Intake and assist with notification of compliance complaints.
- Prepares monthly and annual building permit statistical reports and distributes these reports accordingly.

- Processes resubmitted plans and documents and routes to the appropriate departments.
- Processes requests for permit extensions and enters data into the permit tracking system.
- Verifies contractor bonding and license requirements.
- Arranges Development Review Team meetings and distributes materials. Arranges pre-application meetings.
- Provides assistance to Planning Manager with land use notices, hearings, and processing.
- Provides backup coverage to other department divisions as needed.
- Participates in and assists with ongoing evaluation of permit process activities to improve customer service, productivity, and efficiency.
- Requires consistent, in-person attendance on the job site.

MINIMUM QUALIFICATIONS

- Graduation from high school or GED equivalent.
- Two years of progressively responsible general office support experience with a strong emphasis on customer service, preferably in an office with similar functions or a combination of education, experience, and training that indicates the ability to successfully perform the essential functions of the position listed above.

Necessary Knowledge, Skills and Abilities:

Knowledge of

- Modern office practices procedures and equipment.
- Microsoft Office at a proficient level, including Outlook, Word, Excel, and Teams.
- Proper telephone and email etiquette.
- Professional methods of dealing effectively with the public.
- Filing systems.

Skills in

- Providing excellent customer service to the public, co-workers, and other City employees.
- Greeting and dealing with the public in a pleasant, calm, tactful and courteous manner.
- De-escalating conflicts and emotional situations.
- Establishing and maintaining effective working relationships with the public, co-workers, and other City employees.
- Reading, understanding and following procedures involved in all aspects of permit processing.
- Reading maps and drawings accurately.
- Establishing and accurately maintain electronic file systems and permit records.
- Meeting schedules and timelines by planning and organizing varied work assignments.
- Handling tasks simultaneously while maintaining accuracy and attention to detail in a fast-paced environment with frequent interruptions.
- Maintaining confidentiality of sensitive and confidential materials.

Ability to

- Learn basic practices and principles of land use and zoning.
- Learn methods and practices of construction and materials used in building constructions.
- Perform general technical and clerical work involving the use of critical thinking and personal initiative.

PREFERRED QUALIFICATIONS

- Municipal or contractor-related experience.
- Experience with permitting software.

SPECIAL REQUIREMENTS

- A valid Washington State driver's license or equivalent mobility.

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Most work is performed in an open office environment where the work of others may cause distractions.
- May be exposed to upset and irate customers and clients.
- Occasionally requires visits to other office environments and may require travel for training.
- Required to sit for extended periods of time to perform data entry and respond to customers.
- May be required to stand at a counter for extended periods of time.
- Frequent bending, crouching and lifting files and boxes.

DISCLAIMER

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.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The City of Milton is an equal opportunity employer and does not discriminate based on disability, race, marital status, gender, religion, age, or national/ethnic origin.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.