



PERMIT TECHNICIAN

PURPOSE OF POSITION:

The purpose of this position is to provide superior customer service support to the general public by phone and in-person and accept and process all permits issued by the City. This position requires a consistently high level of customer service while providing technical guidance and assistance to the public and a variety of groups on planning matters requiring judgement and tact. Other duties include, but are not limited to, accepting and processing payments, various administrative services, maintaining complete and accurate records, conducting research and interfacing with other City employees and citizens in a timely manner.

ESSENTIAL FUNCTIONS:

Essential functions may include any of the following representative duties, knowledge and skills. Factors such as regular attendance at the job are not routinely listed but are an essential function of the position.

- Daily contact with the general public requiring tact and diplomacy.
- Provides outstanding support and customer service to internal staff and customers by greeting and assisting customers and visitors, answering incoming calls, routing calls to the correct office or person, copying and distributing messages within the office and other departments and making calls for the department in a timely manner.
- Establishes and maintains an effective working relationship with the general public, co-workers and City Officials through excellent customer service and communication skills via phone, fax, email or in person, to answer questions, disseminate or explain information, take orders and address complaints swiftly.
- Timely processing of emails calls and messages regarding permit and inspection procedures; building code regulations; city ordinances; and state and federal law applicable to construction practices.
- Supports the Permitting Department by researching and answering questions pertaining to planning and permitting from citizens, applicants, employees; handling correspondence, making copies, utilizing computer programs and software, generating and distributing reports for the department and assisting the City Clerk and all other planning staff as needed.
- Develop forms necessary for processing of building permit applications. Generate business documents: letters, invoices, permits, reports, spreadsheets, correspondence, messages, emails, faxes as requested.
- Handle cash; Complete cashing duties by receiving, receipting and recording payments.
- Balance cash drawer and prepare bank deposit daily.
- Develop and prepare customer handouts and detail sheets of departmental procedures; and various types of permit applications for public access and use.
- Intake and review of building permit application to ensure compliance. Process of permit applications and building plans for new construction; distribution of plans as necessary to all associated departments for plan review.
- Issue assorted permits as directed for building, electrical, plumbing, mechanical, etc.; calculating correct amount due and scheduling inspections as needed.
- Work with customers and Public Works to identify the availability of utilities.
- Work with Code Compliance on property upkeep, finding owners' information and filing liens.
- Occasionally travel to the County Courthouse to file land plats.
- Record and file annual reports. Prepare and submit activity reports resulting from building permits.



- Develop forms necessary for processing of building permit applications.
- Maintain complete and accurate project files on all building applications and permits. Maintain complete and accurate records for all permit applications received including filing related documents accurately. Performs file maintenance functions and searches, pulls, and routes files appropriately. Maintain contractor registration files.
- Review and process Mobile Food Vendor, Wrecker, Solicitors and all other permits accepted by the City of Van Alstyne.
- Schedule Public Works Residential Certificate of Occupancy inspections.
- Maintain excellent communication with Utility Billing Clerk and notify of all utility meter sets for new construction projects.
- Relieve the Utility Billing Clerk for breaks, lunch breaks and time off. Answer phones and provide front desk customer service by waiting on customers, collecting utility payments along with other daily customer service duties when Utility Billing Clerk is unavailable.
- Completes numerous administrative services by scheduling appointments, typing proofreading and preparing reports, maintaining department records, maintaining office equipment and supplies, completing numerous clerical and secretarial services.
- Diligently train the incoming Utility Billing Clerk, evaluate his/her performance and report to the City Clerk.
- Performs all other duties as assigned.

JOB REQUIREMENTS:

- High School Graduate or equivalent
- 2-years' experience in city planning preferred
- Permit Technician Certification preferred
- Possess the ability to follow instructions both written and verbal.
- Have the ability to communicate with the public and other City employees courteously and tactfully, within a timely manner.
- Have the ability to organize and keep records as well as perform repetitive tasks.
- Possess the ability to multi-task and work well under a busy and demanding environment.
- Knowledge of or ability to research and interpret state and local laws, policies, codes, and regulations.
- Must be able to communicate clearly and effectively both orally and in writing.
- Must be able to handle confidential matters with discretion.
- The Permit Technician must possess and continue to possess a valid Texas driver's license and must have and maintain a good driving record.

GENERAL INFORMATION:

This is a non-supervisory position reporting to the City Clerk.

The position is fulltime with the workday beginning promptly at 8:00am. You must be in the office, ready to work at 8:00am.

One hour will be allotted for lunch from 12:00pm (noon) – 1:00pm.

The workday will end promptly at 5:00pm.