

CITY OF WEST LINN

JOB DESCRIPTION

Job Title: PERMITS TECHNICIAN

General Functions:

Performs a variety of customer service, technical, and clerical tasks in direct support of the building, planning, and engineering functions front counter operation. Provides information and assistance to customers applying for and obtaining City permits and in submitting land use applications. Reports to the Building Official with direction from both the Senior Planner and/or City Engineer.

Essential Duties and Responsibilities:

(An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks that an employee may be expected to perform)

1. Answers questions at the counter or on the telephone regarding building permit and land use requirements and assists in the resolution of complex and sensitive customer service issues either personally, by telephone or in writing. Researches problems, questions, or complaints regarding land use issues, CDC compliance, commercial and residential uses and building permits. Coordinates with other departments to ensure problems get resolved.
2. Provides information to the public and City departments by telephone, in person and in writing explaining City policy, procedures and timelines to ensure compliance and an understanding of City rules, regulations or functions. Listens to questions and either explains policy or procedure according to departmental guidelines or refers the inquiry to appropriate staff persons.
3. Processes permit applications; checks for accuracy and completeness; receipts application into system; calculates fees; routes to appropriate review staff person; monitors application progress for status report and prepares plans and permits for issuance. Issues permits from routine to more complex within scope of authority and responsibility assigned.
4. Prepares and distributes meeting notices, agendas and other materials as assigned.
5. Assists in the scheduling of requests for field inspections and maintains an inspection activity log. Assists in coordinating the permitting process with Building

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Official, inspectors, planners, engineers, fire inspectors and other agency staff.

6. Formats and types, using a personal computer, correspondence, small and major reports, plans and other materials on general and technical subjects. Compose routine letters, memos, notices. Conducts special studies and projects as assigned.
7. May make recommendations for changes to codes, rules and regulations based on common problem areas and special land use development issues that arise or analyze permitting system to assist in developing system changes to make the process more efficient and effective.
8. Maintains accurate and timely records of the permit process; inputs, maintains and compiles a variety of data on permitting activity such as the number of permits by type, valuation, permit fees, review time, problem areas, conditions imposed and actions taken.
9. Prepares, maintains and stores records, files and logs information related to permit issuance and inspections on computer terminal. Compiles data on permitting activity such as the number of permits by type, valuation, permit fees, review time, conditions imposed and actions taken. Prepares documents and plans for archiving.
10. Administer the land use pre-application conference program, including explanation of the process, intake of pre-application materials, notice, and scheduling of meetings.
11. Maintain a GIS-based land use activity and construction activity map on the web-site.
12. Contributes to a positive work environment and public relations that is responsive to customer needs.

SPECIFICATIONS:

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience may be considered)

1) Job Preparation:

a) Education:

- i) Requires high school graduation or equivalent GED certification; and three years of office experience supplemented with two years of experience in customer

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service, the construction business, urban planning or closely related field. Associates degree or two years of college in land use, urban planning, public administration, building technology or related field desirable.

- ii) Any satisfactory equivalent combination of education and training which ensures the ability to perform the work may substitute for the above.
- iii) Must have a basic knowledge of City planning principles, practices and trends. Requires knowledge of research methodology and statistical techniques and ability to apply both to planning issues. Requires the ability to learn and comprehend Land Use and Development Codes and Ordinances.

b) Work Experience:

- i) Two (2) years of progressively responsible experience such as in construction, customer service, or closely related field; or
- ii) Any satisfactory equivalent combination of experience which ensures the ability to perform the work may substitute for the above.

c) Training:

- i) Must possess ability to communicate with the public (i.e. developers, agencies), in a clear, concise, effective and tactful manner during sensitive and stressful situations.
- ii) Three years of experience in office practices. Must be proficient in Microsoft Office software.

2) Supervision:

Received: Work is performed under the direct supervision of the Building Official with supplemental direction provided from the Senior Planner and City Engineer.

Exercised: Supervision of others is not a normal responsibility of positions in this classification.

3) Communication:

Communications are frequent and typically involve questions relating to individual building permits or land use applications. Frequent contacts occur with property owners, developers, builders, architects, contractors and the general public at the front counter and on the telephone.

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Contact with other City departments includes: numerous daily contacts with engineering staff and daily exchanges with building inspectors to relay information regarding zoning requirements and interpretation, code enforcement, etc.

4) Cognitive Functions:

Work is governed by the City's Community Development Code. The interpretation of the code requires good judgment and consistency based on past precedent which is available.

Errors could create unnecessary costs to an applicant or developer and lead to a lawsuit due to a calculation error or misinterpretation of the code.

Precedent in the form of previous interpretations of the code provides guidance yet each situation is different.

Many tasks are recurring and well defined since they are applying clear code provision. May be assigned studies or projects by Planning Director.

Decisions most often made in the course of work include identifying the applicable code provision surrounding a land use question or proposal.

5) Working Conditions:

Work is performed mostly in office settings with extensive computer workstation inflexibility in order to input and retrieve information from the computer system. Employee is frequently required to stand at a counter to assist customers.

Has normal business hours.

6) Resource Accountability:

Records, updates and maintains a variety of records. Is responsible for receiving, accurately recording and processing a variety of fees.

The job classification 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.