

**City of West Richland
Permit Technician II**

Job Title: Permit Technician II
Department: Community Development Department
Reports to: Building Official
FLSA Status: Non-Exempt
Prepared by: Selena Smathers
Prepared Date: July 30, 2019
Approved By: Brent Gerry
Approved Date: August 15, 2019

Summary:

Under direction of the Building Official, performs a wide variety of complex public assistance tasks and duties involving the processing and issuance of various permits for the City; coordinates permit reviews with other local, County, City, State and Federal agencies. Handles customer inquiries and complaints; provides permit related information to customers; organizes and maintains related records and reports.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Provides assistance, information, forms and permits to the public, utility services, contractors and builders; receives, reviews and processes applications for building and land use permits; collects and processes appropriate information, and applies applicable policies and procedures in determining completeness of applications, records and reports; assess fees; approves and issues over the counter building, plumbing, mechanical, roofing and other related permits.
- Inputs, retrieves and updates data and text information related to building permits, inspections, zoning violations, and building and construction activity into various customized data screens and reports.
- Researches and prepares street cut permits related to driveways, roadway access, utility crossings and other related work occurring within road right-of-way; coordinates with engineering staff and applicant for infrastructure accuracy and construction inspection; assesses permit and inspection fees; provides permit close out and facilitates any record drawing requirements.
- Evaluates, prepares, generates and coordinates with engineering staff on water/sewer connection fees, traffic impact fees, park impact fees, and square foot and area charges for water and sewer for residential, multi-family, commercial and industrial applications.
- Evaluates site plans for accuracy, scale, and that it satisfies established criteria.
- Works as a liaison between permit applicants, planners, and engineers to ensure information is transferred accurately and timely; explains procedures and requirements to applicants; coordinates review process with other staff members and departments; back up the front office as needed.

- Provide timely copy of certificate of occupancy, demo permit final inspections, etc. to the Utility Billing Specialist in the Finance Department to ensure necessary amendments to the associated utility account are processed timely and accurately.
- Coordinates with the Finance Department when building fees are proposed to be amended by the Building Official.
- Completes building permit summary report and distributes report to Benton County on a weekly basis.
- Completes monthly and annual building permit summary report for distribution to Mayor and City Council.
- Perform cashiering duties such as receipting in payment for permits and prepare daily cash deposit for reconciliation.
- Prepares and enters technical data into automated permitting programs related to the issuance of specific permits.
- Responds to and processes difficult and sensitive citizen inquiries and complaints; answers customer complaints pertaining to application procedures and policies.
- Prepares a variety of statistical and narrative reports including permits, inspections, and building and construction activity reports; prepares or updates application forms and informational handouts as needed.
- Reviews and processes applications and payments for permits; reviews for accuracy, completeness, and compliance with established procedures.
- Prepares certificates of occupancy for completed projects pursuant to permit conditions and as directed by the Building Official.
- Performs plan reviews for simple projects including residential storage sheds, detached residential garages, and some interior residential remodels.
- Work may include visits to the field for verification of scope, impacts and accuracy of the permit; inspection during certain activities; permit/construction activity close out.
- Operates a variety of modern office equipment to include, but not limited to, printers, copiers, calculators, document shredders, scanners, fax machines, multi-line telephone systems, postage machines and personal computers and tablets.
- Provides back-up assistance for the Administrative Assistant when needed.

KNOWLEDGE AND ABILITIES:

- Basic knowledge of the principles, practices, and techniques of building construction.
- Knowledge of applicable Federal, State and local laws, rules, codes and regulations related to assigned activities.
- Ability to comprehend, retain, understand, and interpret technically oriented documents, details and specifications.
- Excellent customer service skills.
- Ability to be proficient with computers, particularly word processing and data management, GIS mapping, and permitting software.

- Ability to establish and maintain effective working relationships with employees, Federal, State, County and City departments, contractors, and the general public.
- Ability to research and prepare a variety of written documents.
- Knowledge of the requirements of the current International Building Codes, Washington State Amendments to the Building Codes, Washington State Energy Code and local ordinances.
- Ability to make basic mathematical computations and tabulations accurately and with reasonable speed.
- Ability to simultaneously work under stressful conditions, with frequent interruptions and conflicting tasks.
- Ability to communicate effectively orally and in writing.

Supervisory Responsibility:

This position may have limited supervisory responsibilities with lower level permit techs and/or administrative assistants.

Education and/or Experience

BA or equivalent from a four year college or university with a degree in public administration or related field with three (3) years of experience working as a certified permit tech for a governmental agency or like capacity.

Equivalent combination of education and experience which provides the required knowledge and abilities necessary to perform the job duties will be considered.

Permit Tech ICC Certification and Permit Specialist Certification or ability to obtain within six (6) months of hire.

Must be bondable

Must be notary public or ability to obtain within 90 days of hire.

Ideal Candidate will have:

2 years' experience using Energov or other permitting software

2 years' experience using GIS mapping software

Certificates, Licenses, Registrations

Must possess a valid Washington State Driver's License and insurable driving record.

Permit Tech ICC Certification and Permit Specialist Certification or ability to obtain within six (6) months of hire

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Springbrook Database software; Internet software; Microsoft Excel Spreadsheet software and Microsoft Word Processing software.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Works well in group problem solving situations; uses reason even when dealing with emotional topics.

Technical Skills - Pursues training and development opportunities; strives to continuously build knowledge and skills.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; Responds to requests for service and assistance.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.

Organizational Support - follows policies and procedures; completes administrative tasks correctly and on time.

Judgement - Exhibits sound and accurate judgment; includes appropriate people in decision-making process.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently.

Professionalism - Approaches others in a tactful manner; reacts well under pressure.

Quality - Demonstrates accuracy and thoroughness; monitors own work to ensure quality.

Quantity - Completes work in timely manner.

Adaptability - Adapts to changes in the work environment.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Other Qualifications

Must be able to attend scheduled evening Board & Commission meetings.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; sit and talk or hear. The employee is occasionally required to walk and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

Work Environment The work environment characteristics 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.

The noise level in the work environment is usually moderate.