

Job Title: Administrative Assistant/Permit Technician

Department: Community Development

Reports To: Building Official

Garde: 12

Range: \$38,723 to \$57,893

FLSA Status: Non Exempt

#### POSITION SUMMARY:

Under direct or general supervision, assists the public at the service counter, provides technical office support duties related to the processing and issuance of building permits, planning /zoning applications, and other permits. The Administrative Assistant/Permit Technician also performs related and additional duties as required.

#### JOB SUMMARY STATEMENT:

The Administrative/Permit Technician is the entry-level class in this series. Administrative Assistant/Permit Technician is knowledgeable of general office practices and administrative tasks, including but not limited to, reading and writing comprehension, assisting customers and applicants, record keeping, basic accounting and financial management, generating routine reports, ordering and management of office supplies, and use of computer and web-based applications. Permit Technician II is distinguished by demonstrating knowledge of internal and external public agency permitting requirements including but not limited to general land use terminology, construction permitting, construction document requirements, basic permit types and requirements, and various types of inspections and processes.

#### PRIMARY DUTIES AND RESPONSIBILITIES:

##### Administrative Assistant/Permit Technician:

1. Greets the public in person, answers the telephone, responds to general inquiries, and directs more specific inquiries to the appropriate department personnel.

2. Responds to general questions about City codes, department programs and policies, and other routine matters.
3. Provides information to members of the public and permit applicants regarding building permit requirements, inspection, and general requirements of the permit process; obtains general information from customers regarding permitting needs; assists the public in completing building permits and planning /zoning applications; responds to telephone inquiries regarding permits, permit processes, building codes, and other related ordinances and local laws.
4. Reviews applications and written documentation for completeness and accuracy; corrects errors and adds missing information to documents or files.
5. Processes and issues building, electrical, plumbing, mechanical, grading, dumpster, fence, planning, zoning and other related permits. Monitors approval of plans and assists customers in completing permits successfully.
6. Assists the Building Official and the City Planner by performing code and records research and compiling data.
7. Serves as the recording secretary for the Planning Commission, assisting with receiving and processing applications for items to be considered by the Commission, assisting with preparation of Commission packets, taking minutes of Commission meetings, and general record keeping of Commission business.
8. Maintains computer files and manual logs and files on all buildings, planning and zoning permits and related documents.
9. Balance daily permit receipts and prepare appropriate daily reports for submittal to the Finance Department.
10. Manage department files and ensure compliance with records management policies and procedures; plans and organizes various department events; oversees the operation of the department office and makes recommendations for efficiencies; monitors effectiveness of current office procedures and determines the need to change procedures to meet department goals/needs; and writes office management procedures.
11. Supports the relationship between the City of Mission and the constituent population by providing excellent customer service; promotes the City goals and priorities in compliance with all policies and procedures; maintains absolute confidentiality of work-related issues, client records and City information; and performs related duties as required or assigned.

12. Ensures that job duties are completed in strict adherence to established safe work practices.

Building Permit Technician II: In addition to the duties listed above:

1. Reviews plans, engineering documents, and other pertinent information at the public counter in order to verify accuracy and completeness of information; determine permit type, plan, and process requirements for prospective applicants; reviews building plans and permit applications for completeness and compliance with established codes, ordinances, policies, and procedures; processes permit applications and plan intake; determines processing needs for projects.
2. Obtains information from customers in order to determine their needs; obtains technical and code information from customers regarding permitting needs; informs customers of special requirements specific to the zoning classification of the property and special problem areas such as high fire hazard areas, flood zones, etc., in order to expedite the permit process.
3. Performs records research in order to document project history compliance; coordinates permit processes with outside agencies to ensure that all permit requirements are being met.
4. Processes appeals and suspension or revocation of approvals, decisions and/or permits.
5. Assists the Building Official, City Planner and Engineering in reviewing simple residential projects and plans to ensure that code requirements are met.

**EMPLOYMENT STANDARDS:**

Building Permit Technician I:

1. Two years of experience in office management, preferably in the public sector; knowledge of Microsoft Office Suite; strong customer service skills; strong communication skills; proficient in reading and writing; detail oriented, and comfortable with computer and web-related applications.
2. Ability to review, interpret, and explain written documents, use computer and related software applications, communicate effectively in both written and oral formats,

learn effective interviewing techniques, learn International Building Codes, learn Mission Municipal Code and other local agency permit processing regulations and procedures.

3. Represent the department with tact, consistency and interact effectively with others.

#### Building Permit Technician II:

1. At least one year of experience performing duties equivalent to the class of Administrative Assistant/Permit Technician with the City of Mission.
2. Completion of approved Building Code coursework, capable of obtaining a certification from the ICC (International Code Council) as a Certified Permit Technician; or,
3. A combination of training, education, and experience that is equivalent to one of the employment standards listed above and that provides the required knowledge and abilities.
4. Knowledge of construction plans, International Building Codes, construction terminology, construction practices, Mission Municipal Code, and other local agency permit processing regulations and procedures, effective interviewing techniques, computer operations, architectural and engineering scales, and basic math.

#### MINIMUM QUALIFICATIONS:

##### Education and Experience:

High School Diploma/GED supplemented by college coursework or completion of certificate program in Office Management, Secretarial Support, Business Administration, or related field and two years of experience providing the full range of secretarial and administrative support functions for a department head or similar level in a medium to large department or organization that includes coordinating administrative support functions such as schedules, budget/procurement monitoring, personnel related functions, and special projects; preferably for a public organization; OR an equivalent combination of education, training and experience.

##### Required Licenses or Certifications:

Possession of a valid State of Kansas or Missouri Driver's License.

Completion of ICC Permit Technician Certification or the ability to obtain full certification within two (2) years of hire.

Physical Demands / Work Environment:

- Work is performed in a standard office environment. Sitting for up to 8 hours.
- Lift and carry up to 50lbs

**SKILLS:**

- Excellent Customer Service Skills
- Strong oral and written communication skills
- Good listening skills
- Attention to detail
- Organized
- Ability to work in an active environment with the capability to multi-task
- Proficient with Microsoft Word, Excel, and Outlook
- Bilingual – English and Spanish (preferred)

**MENTAL REQUIREMENTS:**

- Ability to comprehend and understand city and state regulations or able to learn such
- Ability to read and understand construction and site plans or able to learn such
- Diplomacy and judgment
- Alpha/numeric recognition
- Logical reasoning
- Ability to learn and understand PC software applications
- Ability to work independently and as part of a team

PHYSICAL REQUIREMENTS:

- Hand and eye coordination adequate to operate personal computer
- Visual stamina and acuity adequate to review alpha/numeric data and maps
- Ability to make and receive phone calls
- Ability to adjust to high noise levels

SUPERVISORY RESPONSIBILITY: (direct & indirect)

- None.

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.