

PERMITS SPECIALIST

General Statement of Duties

Performs specialized responsible administrative work to support the permits and inspections programs for the Town.

Distinguishing Features of the Class

An employee in this class performs office and administrative work to support the building inspections and permitting process for the Town. Tasks include creating and maintaining a data base tracking system to track the inspection, permitting, and approval of construction projects in the town; providing information to developers, contractors, and homeowners regarding the process; updating the data base, and processing permits. Other tasks include general administrative support work including, data entry, establishing computer records, report compilation, and accepting and accounting for permit fees. Administrative, permitting and records keeping duties are considered at the journey level and require tact and discretion in handling sensitive or confidential matters in the program areas. The work requires a knowledge of building and other codes, permitting and inspections procedures and the ability to interpret and apply regulations to contractors, builders and the general public. Work also requires strong customer service and conflict resolution skills. Sound judgment is required in performing the tasks. Work is performed under regular supervision and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

Duties and Responsibilities

Essential Duties and Tasks

Assists homeowners, developers, contractors and others with understanding and following the permits and inspection process; handles public requests for services; takes requests for inspections and re-inspections, and schedules for specific day; answers telephone and takes messages.

Provides assistance to the public to obtain electrical, mechanical, plumbing, building, fire, CAMA and special permits; interviews customers to determine what type of permit or license is needed; provides appropriate applications and addenda and compiles necessary information to complete permit; verifies contractor and subcontractor licenses are current and appropriate for the work to be done; ensures necessary development reviews, permits etc. have been obtained.

Issues building permits upon approval of applications; determines and collects applicable fees, provides receipts and compiles transactions reports; schedules building, CAMA and other inspections and re-inspections; types associated correspondence; and collects fees.

Calculates permit fees based on established schedule; takes permits, copy, and other fees and prepares records of collections; prepares deposits and forwards cash and records to Finance.

Establishes computer records and performs data entry from permits forms and other documents; prints permits after inspector review and approval; prints and compiles a variety of records and reports.

Prepares correspondence, memoranda, notes, reports or other materials using a word processing system; reviews work for compliance with instructions, spelling, punctuation and basic grammar; proofreads materials.

Assists the public with information and proper processes regarding zoning, related Town ordinances, addresses, flood ordinances, sedimentation and soil erosion control, etc. or refers to others.

Additional Job Duties

Provides back up for other administrative staff as needed

Performs related duties as assigned.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

General knowledge of permitting and development review procedures and processes for the Town including building, flood plain and CAMA permitting requirements. and other related laws, ordinances, codes, policies and procedures.

General knowledge of modern office technology hardware and software used for word processing, data base management, spreadsheets, email and for specialized inspections applications.

Considerable knowledge of arithmetic and its uses in general office work.

Working knowledge of building codes, zoning ordinances, CAMA regulations, flood control ordinances, and related development issues of the Town.

Working knowledge and ability to use correct grammar, vocabulary and spelling.

Working knowledge of North Carolina contracting regulations and licensing requirements.

Some knowledge of paraprofessional accounting principles and practices.

Skill in customer service excellence and collaborative conflict resolution.

Ability to create and maintain detailed records and files and to gather and compile data from a variety of sources.

Ability to communicate effectively in person and by telephone and to deal with difficult and angry customers.

Ability to interpret building permitting requirements, basic code requirements, and regulations and give information and instructions on departmental programs and procedures.

Ability to communicate technical information to non-technical customers.

Ability to communicate effectively in person and by telephone.

Ability to establish and maintain effective working relationships with supervisors, co-workers, builders, developers and the general public.

Ability to organize office files and set and follow effective work priorities.

Physical Requirements

Must be able to physically perform the basic life operational support functions of stooping, reaching, pushing, pulling, lifting, fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to compile and compute data and statistics, operate a computer terminal, proof read materials, and do extensive reading.

Desirable Education and Experience

Graduation from high school and administrative support experience, preferably in a construction-related public or private sector organization; or an equivalent combination of education and experience.

Special Requirements

Possession of a valid NC Driver's License.

Ability to satisfactorily complete courses in Law and Administrative classes on codes.