

**CITY OF SALEM
PERMIT SPECIALIST**

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NATURE OF WORK

Provides clerical support to a one-stop permit application center advising customers on appropriate licenses or permits needed, procedures to obtain them and associated fees.

Work involves clerical duties of substantial variety and complexity. Work of this class may involve processing transactional documents, the interpretation of City ordinances and administrative procedures, determination and accounting of fees to be collected, customer service and the preparation of correspondence and reports. Work involves acquiring and applying, on a daily basis, a substantial set of procedures, fee schedules, and permit requirements. Experienced incumbents in this classification may provide technical advice, training, or work direction to other less experienced incumbents. Supervision is received through established guidelines and periodic inspection from the PAC Coordinator and Senior Permit Specialist. Full supervision is not a requirement of this classification, nor is this classification privy on an on-going basis to collective bargaining issues.

The work of this classification is distinguished from general clerical/secretarial classifications by the complexity of City-wide knowledge required to issue a variety of permits, licenses, etc., and appropriately apply them to a number of circumstances with accuracy and efficiency. The work is distinguished from Sr. Permit Specialist classification by the absence of on-going responsibilities of work coordination, scheduling and problem resolution required of a lead worker.

ILLUSTRATIVE EXAMPLES OF WORK

(Any single position of a class will not usually involve all of the essential duties listed and many positions will involve essential duties which are not listed.)

Services a variety of customer requests by determining nature of requests, the procedures that need to be followed by the customer and what documents and fees need to be submitted in order to complete the request. Forwards information to other agencies as needed. Enters accurate information into computer systems. Collect fees, makes change, issues receipts, and permits or licenses.

Corresponds with customers concerning necessary procedures, fees, delinquencies, and/or renewals of licenses or permits, obtains and collates related information for mailing or forwarding on to customers. Prepares documents for mailing or pick-up.

Processes documents related to licenses and permits. Calculates figures, accounts for cash and issues receipts. Enters accurate data and statistical information into computer records. Prepares report

information on the activity of the Center. Answers PAC telephones and communicates by radio with field personnel.

Responds to inquiries from other City departments, businesses and government agencies.

Performs other related work as required.

WORK QUALIFICATIONS

Considerable experience in customer service work; graduation from high school supplemented by courses in cash accounting or customer service, or any equivalent combination of experience and training which provides the following knowledges, skills, and abilities:

Considerable knowledge of business english, spelling, punctuation and arithmetic and of modern office practices and procedures.

Knowledge of building construction or permit/license transactions is desirable.

Considerable skill in the operation of modern office and communication equipment including personal computers, calculators, keyboards, and two-way radio.

Considerable skill in the receipt and accounting of cash transactions, and associated arithmetic computations such as addition, subtraction, multiplication, percentages and division.

Skill in reading and interpreting regulations.

Skill in composing a variety of correspondence and reports.

Skill in reading and interpreting building plans is desirable.

Considerable ability to establish and maintain good working relationships with other employees and the public, often in hostile or confrontive situations.

Considerable ability to acquire a high degree of familiarity with local and State codes, ordinances and regulations.

Considerable ability to determine which regulations govern a transaction and to properly apply and interpret the appropriate regulations in a situation.

Considerable ability to manage interruptions and changing priorities.

Ability to process technical transactions through a series of steps quickly and accurately.

PERMIT SPECIALIST (Cont.)

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Work is performed within an office setting with counter work involving changing positions on an on-going basis.

Personnel Director

2/92

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