

**CITY OF SALEM
PERMIT TECHNICIAN**

00068

NATURE OF WORK

Provides technical review of submitted plans to ensure customer has provided the necessary information to expedite the plans review process.

Work involves the receipt and cursory review of plans submitted by customers to determine that complete information, fees, and appropriate diagrams have been included to expedite the plans review process. Informs customers of any necessary, but missing or incomplete information, and describes how to obtain information and why it is necessary. Interprets a variety of City ordinances and administrative procedures, customer service and the preparation of correspondence and reports. Work involves applying knowledge on a daily basis on a substantial set of procedures, fee schedules, and permit requirements as well as works with Plans Examiners and PAC staff as needed. Supervision is received through established guidelines and periodic inspection from the Building and Safety Supervisor and close work with the Plans Examiners. This classification does not perform full supervisory responsibilities, but may train others in the receipt processes for plans review.

The Permit Intake Technician differs from the Permit Specialist in the responsibility to ensure submitted plans are complete and appropriate for the project and contains all necessary information to expedite the plans review process. The Permit Technician would possess an in-depth knowledge of the plans examination process and its requirements but would not possess the knowledge of the variety and types of permits and licenses managed by a Permit Specialist. This classification differs from that of a Plans Examiner I classification by the absence of certification and authority to approve submitted plans.

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.)

Serves customer requests by determining their nature, 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. Reviews plans, diagrams, maps to assure setbacks, structural drawings, zones, utilities, and fees. Advises customer of any incomplete information or missing information or required fees including why the information or fees are required. Corresponds with architects, developers, contractors and other customers concerning the plans review process and its requirements.

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

Works with plans examiners concerning plans review procedures and streamlining opportunities for the process. Coordinates plans review sessions with other agencies and City Departments. Responds to customers concerning the status of plans reviews.

Responds to inquiries from other City departments, businesses and government agencies concerning plans review procedures and schedules.

Performs other related work as required.

WORK QUALIFICATIONS

Considerable experience in working with plans review and permit processes for new construction and in customer service; graduation from high school supplemented by courses in construction, plans examination and customer service; or any equivalent combination of experience and training which provides the following knowledges, skills, and abilities:

Knowledge of building construction, building plans and associated terminology; applicable local and state codes, regulations and policies; and of building construction or permit/license transactions.

Knowledge of the City's plans review processes or the ability to acquire and apply such knowledge within a six month period.

A knowledge of the Uniform Building Code and Fire and Life Safety Code as it applies to new construction is desirable.

Considerable knowledge of business english, spelling, punctuation and arithmetic.

Knowledge of modern office practices and procedures.

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

Considerable skill in reading and interpreting regulations.

Skill in composing a variety of correspondence and reports.

Skill in reading and interpreting building plans, determine the factors which must be present for expediting the review process with each set of plans.

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

Considerable ability to determine which regulations govern a transaction and properly apply and interpret those regulations.

Considerable ability to explain technical requirements and the intent behind requirements to a non-technical oriented customer.

Considerable ability to manage interruptions and changing priorities.

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

Ability to provide work directions to others.

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

Personnel Director