

**PUEBLO REGIONAL BUILDING
DEPARTMENT
Permit Technician
Job Description**

Job Title:	Permit Technician	Department:	Office
Reports To:	Office Manager	Classification:	Non-Exempt
Current Pay Scale:	\$4,942.20 to \$5,524.82	Job Type:	Full Time
Current Benefits:	Medical, dental, vision, paid vacation, sick leave, retirement plan.		

Position Summary:

Permit Technician receives telephone or over-the-counter inquiries from the general public and contractors, answers questions of a general or technical nature or refers to proper source, either within or outside the Department, issues a variety of permits, handles cash and credit transactions and issues receipts. Permit Technician reviews building plans for completeness, accuracy and conformance with applicable building codes adopted by Pueblo County and the City of Pueblo. Permit Technician is responsible for routing construction and development plans through all necessary City and County departments and will provide a central focus for individuals seeking information about the status and development of plans. Permit Technician makes determinations regarding complexity of plans and forwards larger projects or plans needing more technical analysis to Plans Examiners accordingly. Work is performed under general direction of the Office Manager.

Supervision of Others: None

Core Values:

- Demonstrates ability to work under pressure with minimal supervision.
- Displays dependability through attendance, follow through and completion of tasks.
- Shows teamwork by cooperating with others, exhibiting a positive attitude, and communicating openly, consistently, and directly. Listens to others.
- Creates satisfied customers by providing exceptional customer service. Takes initiative and acts in a responsible manner. Shows flexibility within established parameters.

Essential Job Functions:

- Assist walk in customers (priority) throughout the day (Open 7:30 am to 4:15 pm); receive incoming plans, retrieve residential plans from finished stack, answer questions regarding plan, permit and inspection processes. Customer's first point of contact is with front counter staff.
- Answer calls and incoming emails throughout day when not with a customer. Walk in customers are top priority. Handle large volume of incoming phone calls during first hour of day; scheduling same day inspections. Must have general knowledge of all building codes.
- Issues counter permits which can include reroofs, stucco, siding, wood or pellet stoves, all

Mechanical/Electrical/Plumbing (MEP) commercial attachments and any residential MEP (Examples; furnace, water heater, gas appliances, gas lines, air conditioner, electrical and plumbing work).

- Assist with the resolution of complex and sensitive customer service issues.
- Demonstrate familiarity with website; ability to direct customers to appropriate documents/sites.
- Enter alpha/numeric data from a variety of source documents into computer files; detect and correct erroneous or missing information data; retrieve information from computer data files; prepare recurring and special reports from received data; maintain source document files.
- Scan sketches, documents picked up from the field, licensing, and other daily paperwork.
- Responsible for routing plans through required County and City departments; ensure approvals are complete; make corrections and updates as needed. Verify plan review completion prior to issuing permits, as needed.
- Process plans submitted for building permits. It is the responsibility of the Permit Technician to determine what the submittal is for, what documents are required, ensure all documents are included, enter the info into PerSyst, choose the correct project code and include all County and City departments for review on label affixed to plan.
- Review/triage electronic plan submittals to ensure completeness prior to accepting submission of plans and starting review process.
- Complete solo counter reviews of basement finish, accessory buildings and decks/porches/patio covers and issue permits for same. Be able to answer questions regarding what is required for inspections and guide customer on the inspection process.
- Responsible for maintenance of cash drawer and collected cash monies received from other employees. Compile and balance all credit card, check, and cash transactions with printout of drawer summary for accounting at end of day. Double count other cash drawers for accuracy, ensure all drawers are locked and secure in safe. Unlock and distribute cash each morning. Deliver money bags to Building Official or other appointed staff member for deposit not later than following business day.
- Provide limited technical answers to homeowners, contractors, and designers regarding building code related items or directs customers to qualified technical staff.
- Monitor temporary certificate of occupancy (TCO) paperwork. Review and notify contractors when the TCOs have expired. Send non-compliance letter if not rectified.
- Determine when a Certificate of Occupancy (CO) or TCO can be issued by determining if items are outstanding and preventing issuance. Verification needs to be checked through Department inspections and required County and City departments.
- Research zoning information requests, building code violations and provide copies of COs to various Zoning agencies in and out of state.
- Issue Violation Letters when work requiring a permit is being conducted without a permit or without an inspection. Process a certified mailing/notification to owner of property. Document all correspondence in PerSyst system.

- Provide drawings requested by homeowners, architects, contractors; research and provide hard copies if available (assess fees); send by email or load on flash drive (assess fees).
- Review plans and calculate fees based on determined project value and PerSyst fee calculator.
- Serve as point of contact for County and City departments; assist in completing approval or disapproval of plans or permits in system, when a County or City department is unable to accomplish due to system problems.
- Assist contractors with errors made on permits obtained over the website; this involves re-calculating fees and collecting additional monies, updating/correcting addresses, changing scope of work. Must have working knowledge of PerSyst detail screens to maneuver and make required changes.
- Issue state insignias for field inspectors when final inspection has been obtained on manufactured homes.
- Other duties as assigned.

Qualifications:

Requires ICC Permit Technician Certification or ICC Residential Building Inspector Certification within six months of hiring. Must be computer literate in order to retrieve, update and keep accurate details concerning construction projects, building and occupancy permits and inspection results.

Must possess the ability to examine plans, blueprints, and specifications, and to interpret and work from them. Must be able to answer phones, write reports and deal with the public. Must have ability to establish and maintain effective working relationships with employees, other governmental agencies, the private sector, and the public. Must be able to communicate effectively, both verbally and in writing. Must be organized and able to prioritize multiple tasks. Must have the ability to communicate complex and technical requirements to the general public. Requires familiarity with construction terminology. Must have the ability to problem solve and display professionalism when working with the public.

Education and Experience:

Must have High School diploma or equivalent and five years of experience in related building construction work or an equivalent combination of related building construction education and minimum of three years building construction experience. Requires minimum of two years of administrative or clerical experience, preferably in a regulatory environment. Must have at least two years of customer service experience, preferably in the construction industry.

Physical Demands and Work Environment:

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms. The employee is required to sit. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The employee may be required to lift and/or move construction plans and occasionally items weighing up to 40 lbs.

This job description is not intended to be inclusive of all functions, responsibilities and qualifications associated with the position, however, it is representative of the essential job functions and typical criteria considered necessary to successfully perform the position.

Equal Employment Opportunity/Affirmative Action Statement:

The Department is an Equal Employment Opportunity/Affirmative Action employer. The Department will not tolerate unlawful discrimination against any employee or applicant because of race, color, creed, national origin, ancestry, sex, age, religion, disability, sexual orientation, gender identity, gender expression, genetic information, marital status, other status protected by law, or retaliation for engaging in protected activity.

Americans with Disabilities Act Compliance:

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, the Department will not discriminate against individuals with disabilities on the basis of disability in its services, programs, or activities. The ADA requires the Department to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Additional Information:

Hiring is subject to passing physical examination, drug test and background check.

Regional Building provides a government defined contribution plan in lieu of Social Security contributions.. Must establish and maintain residency in Pueblo County within six months of starting employment.

Employee Signature

Review Date

Employee Print Name