

PERMIT TECHNICIAN

General Statement of Duties

Performs specialized customer service and administrative work to support the permits and development review work of the Building Codes and Planning Departments.

Distinguishing Features of the Class

An employee in this class provides a variety of administrative and record-keeping duties in support of the inspections and permitting process for the Town. The employee provides information to developers, contractors and homeowners regarding the permit and development review process; answers inquiries about zoning, variances, CAMA and FEMA regulations, and other planning issues and codes; tracks permits and inspections status; schedules inspections and provides general administrative support to department staff. Tasks include departmental reception, data entry, establishing computer and paper records, report compilation, preparation of correspondence, and support for several advisory and regulatory boards. Clerical, and recordkeeping duties are considered at the journey level and require tact and discretion in handling a variety of program areas. Work requires considerable knowledge of regulations and procedures, ability to interpret and apply regulations, and public contact and conflict resolution skills. Work is performed under regular supervision of the Director and is evaluated through observation, conferences and the quality and effectiveness of the work completed.

Duties and Responsibilities

Essential Duties and Tasks

Provides general and detailed information to developers, contractors and citizens regarding the permitting and development review processes; interprets and applies regulations to specific situations; calculates fees; issues permits; schedules inspections; tracks permits and inspections.

Answers questions regarding licenses, zoning ordinances, variances, and other planning issues; interprets and assists the public with zoning and flood maps.

Serves as secretary to the Planning Board, Board of Adjustment and other groups; attends meetings to take minutes; prepares advertisements to comply with legal requirements; assists the Director in taking follow-up actions following meetings.

Uses maps to determine flood zone elevations on specific property; advises individuals with development issues on applicable zoning and land use regulations.

Compiles, collects, prints, and records a variety of data and records for analysis of trends and preparation of reports; creates reports and data bases; maintains databases of building permits, zoning permits, CAMA permits, various monthly data.

Serves as certified Local Permit Officer for CAMA; prepares permits and provides CAMA information for the public.

Types correspondence, memoranda, notes, reports or other materials; reviews work for compliance with instructions, spelling, punctuation and basic grammar; proofreads final proof of materials.

Processes staff mail; maintains inventory of supplies and equipment.

Additional Job Duties

Performs related duties as assigned.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Considerable knowledge of building permit and construction process, development review processes for the Town, FEMA and CAMA regulations and requirements and other related laws, ordinances, codes, policies and procedures.

Considerable knowledge of office practices and procedures including office technology involving spreadsheets, data bases, GIS, and word processing.

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

Skill in collaborative conflict resolution and customer contact.

Ability to read and interpret maps and plans.

Attention to detail.

Ability to plan and organize administrative support activities, files and tasks and to perform word processing and data entry with required speed and accuracy.

Ability to communicate effectively in person and by telephone.

Ability to interpret and apply codes and regulations and give information and instructions on departmental programs based on inquiries.

Ability to establish and maintain effective working relationships with department and other town staff, builders, developers, and the general public.

Ability to gather and compile materials from a variety of sources.

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

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 of otherwise move objects.

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

Desirable Education and Experience

Graduation from a community college in secretarial science or related field and considerable experience in administrative support work involving extensive public contact; or an equivalent combination of education and experience. Prefer previous experience with construction or development issues.

Special Requirement

Ability to obtain notary public certification within six months of employment.