

# Ponce Inlet, FL

## Classification Description

**Classification Title: Permit Technician**  
**Department: Planning & Development**

**Pay Grade: 5**  
**FLSA Status: Non-Exempt**

### **General Description**

The Permit Technician is responsible for customer service related to the permitting functions of the Planning and Development Department. The position responds to basic zoning and building permitting questions, assist clients at the department's public information reception area; is responsible for the intake of permit applications to ensure completeness prior to review by the professional staff in accordance with the policies and procedures of the department; and provides assistance with purchase orders, payments, and time sheets;. Reports to the department's Office Manager.

### **Nature of Work**

The employee solves problems in situations where most problems have occurred before and their solutions are familiar. Work involves moderately complex, relatively standardized tasks, processes and operations following established laws and procedures. Work is assigned by the supervisor, who provides general guidance allowing for employee planning of procedures and methods to attain objectives. Employees in this class maintain substantial public contact. Errors in work may cause inaccuracies in reports, records, or technical data, resulting in inaccurate or incomplete information. Employees in this classification perform both routine and non-routine duties as dictated by the nature of the work, promoting efficient and organized operation of department activities.

### **Essential Functions:**

Essential functions are fundamental job duties. They do not include marginal tasks, which are also performed but are not incidental to the primary functions. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position, nor does every position allocated to the job necessarily perform every duty listed. Personal characteristics required of all employees such as honesty, integrity, and the ability to get along with others, are presumed qualities and may not be listed specifically. The essential functions identified for this job are:

- Provides assistance to the public at the Planning and Development Department's public information reception area and receives the public with considerable poise, tact, patience and courtesy;
- Communicates with the public, answering questions regarding permitting processes and application requirements;
- Checks all submittals for required items and completeness per department policies; enters information into computer systems; calculates fees; prepares files; routes information to other reviewers; checks pending reviews for completion; reviews and researches staff comments and assists clients with understanding the review comments;
- Performs routine office tasks including data entry, file management, purchase order processing, faxing, copying, and responding to e-mails, and answering the telephone;
- Maintains reliable tracking systems of complex electronic and hard copy files, manuals, and records;
- Maintains daily contacts with the supervisor;

- Assists in maintaining schedules of meetings, conferences, teleconferences, and travel arrangements;
- Provides administrative support to the director and the assistant director;
- Other duties as may be assigned by the director from time to time.

**KNOWLEDGE, SKILLS, AND ABILITIES**

**Equipment:** The employee uses and operates a variety of office and computer equipment and related software. The employee uses small hand tools and operates a vehicle.

**Critical Skills/ Expertise:** All employees must possess knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual directives related to the job tasks. The abilities expected of all employees include being able to respond to supervision, guidance and direction of superiors in a positive, receptive manner and in accordance with stated policies, be appropriately groomed and attired so as to present a professional image in accordance with the organization’s mission, goals, and policies; report for work promptly and properly prepared at the time and place required by the assignment or orders; notify the appropriate supervisor of intended absences in accordance with stated rules; conform with standards and rules regarding use of accrued time; demonstrate a polite, helpful, courteous, and professional image when engaged in any activity with the public; operate and care for equipment to manufacturer’s specifications and/or within the specified parameters and in accordance with policies; and demonstrate an understanding, consideration, and respect of cultural, religious, and gender differences when interacting with the public and colleagues. Critical skills/expertise identified for this job includes:

- Excellent oral, written, and interpersonal skills in order to explain rules and procedures clearly to the public; respond to requests for information; and develop written reports;
- Ability to receive the public with considerable poise, tact, patience and courtesy;
- Ability to make decisions in accordance with laws, regulations, or policies of the organization;
- Ability to organize and maintain complex electronic and manual files and systems;
- Ability to work on several projects or issues simultaneously;
- Ability to work independently or in a team environment as needed;
- Knowledge of basic zoning and permitting principles, rules, and regulations;
- Ability to understand and follow oral and written instructions;
- Ability to read and understand property surveys and site plans to determine adherence to setbacks and other LUDC requirements and codes.

**Minimum Qualifications:** Associate’s degree and two years of prior relevant experience. Must hold a valid Florida driver’s license.

**PHYSICAL EFFORT AND WORK ENVIRONMENT**

The following describe the physical effort and/or risk required to do the job.

**Work Position**

Standing	(App. 20%)
Walking	(App. 10%)
Sitting	(70% or More)

**Body Movements**

Lifting	(0-20 lbs.)
Lifting frequency	(Some)
Bending	(Some)
Pushing and/or pulling loads	(Some)
Reaching over head	(Some)
Kneeling	(None)
Crawling	(None)
Climbing ladders	(None)

The following describes the kinds of mental stress and visual effort that is required to do the job.

Typing/CRT	(Very Frequent)
Attention to detail	(Very Frequent)
Monitoring equipment	(None)
Detailed inspection	(Some) (Inspection of what?)
Transcription/proofreading	(Frequent)
Adverse conditions exposure to	
temperature extremes	(Some)
dangerous equipment	(None)
chemicals	(None)
noise	(Some)
noxious odors/fumes	(None)
Other physical effort/risk	
Information:	

**SELECTION GUIDELINES:** Formal application, rating of education and experience; oral interview and reference check; job-related tests might be required. The job description does not constitute an employment agreement with the employer, and requirements of the job change. By signing below, I am indicating I have read and concur with the above description of my job.

Accepted: \_\_\_\_\_  
Employee

\_\_\_\_\_ Date

\_\_\_\_\_ Print Name

Approved: \_\_\_\_\_  
Supervisor

\_\_\_\_\_ Date

