

City of Ormond Beach

Job Description

Permit Technician



Exempt:	No	Location:	City Hall
Pay Grade:	112	Department:	Planning/Engineering
Days:	Monday - Friday	Division:	Permit Counter
Shift:	Days	Supervisor:	Permit Manager

Summary:

Performs a high volume of work with extensive public contact in a front counter environment. Duties include processing permit applications, data entry, general office work, and cashier duties. Requires the exercise of considerable independence in order to meet deadlines and daily business needs of the department.

Essential Duties and Responsibilities:

Acts as front-line support to the Building, Engineering, and Planning Departments.

Accepts and responds to applications from the public for Building, Engineering, and Planning projects, permits, and business tax receipts.

Communicates with citizens, contractors, property and business owners, agencies, and City departments to coordinate work processes.

Maintains project files.

Verifies contractor licensing and registration requirements as applicable.

Creates a variety of letters, memoranda, tables, reports, forms, and other materials, often containing technical terminology.

Processes payments, invoices, and requisitions.

Assists in preparation for, response to, and recovery from, the impacts of a wide variety of disasters or emergency situations and may be temporarily assigned to other duties, locations, and shifts.

Meets attendance requirements.

Promotes positive customer service environment internally and externally.

Performs other job-related functions as assigned.

Supervisory Responsibilities:

None.

Education and/or Experience:

High school diploma, GED, or equivalent recognized certificate supplemented by three years of customer service in a similar office environment. Previous experience in Building, Engineering, Planning, Public Works, or construction related field preferred.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Possession of International Code Council certification as a Permit Technician or Zoning Inspector preferred.

Knowledge of office practices, procedures, and equipment.

Advanced skill level using Microsoft Office products.

Ability to learn and understand technical functions of the department and utilize related software programs.

Ability to communicate effectively both orally and in writing and project a consumer-friendly environment.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully meet the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Ability to meet job demands under stressful situations.

Long periods of sitting and/or standing at designated work station.

Work Environment:

The work environment characteristics described here are representative of those an employee

encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.