



City of Seminole Position Description

Senior Permit/Licensing Technician

Position Number: 211

Effective Date: September 1, 2023

Department: Community Development

Division: Varies

Position Status: Non-Exempt

Pay Grade: 13

Reports to: Community Development
Director

Supervises: Permit/Licensing Technician,
Permit/Licensing Technician II, as assigned

Position Summary:

Responsible senior technician who aids residents, contractors, developers, and other customers in obtaining permits/business licenses, and in processing plans/ applications for department proposals/construction activity. Functions as the front-line supervisor for Permit/Licensing staff and is responsible for providing information regarding the City's Building Division/Community Development Department procedures. Provides technical, administrative, clerical and record keeping support for the section. Directs, trains, supervises, and assists other Permit/Licensing Technicians. Work is performed under the general direction of the Building Official. During occasions of local emergencies, this position shall be required to perform emergency tasks which may result in extended work hours as well as extended periods of time away from family members.

Essential Position Functions:

- Plans, directs, and evaluates the performance of assigned staff.
- Assists in the development of departmental policies and procedures; implements any updates, changes, and/or new policies and procedures, and coordinates same with assigned staff.
- Assists Building Official in the daily operations of the Division.
- Provides administrative support to the Code Administrator/Building Official's as required.
- Assists the Community Development Director, Planner and Code Enforcement Officer as required.
- Responds to telephone, in-person and email inquiries and concerns; when necessary, directs calls to the proper Community Development or City Department/employee for resolution.
- Assists business owners and general public with Business Tax Receipt application requirements and processes. Prints and mails annual renewal notices and processes payments.

- Assists Contractors, Developers and citizens in the building permit process.
- Assists Contractors, Developers, and citizens in the use of On-Line Permitting System.
- Explains and answers questions for developers, contractors, and homeowners regarding the application process for obtaining the permits, the inspection process, conditions of the Certificate of Occupancy, and other procedures.
- Receives applications for building permits, plan reviews, variance requests, plats and related administrative processing requests.
- Reviews applications for accuracy and completeness.
- Processes applications.
- Calculates and collects Departmental fees.
- Compiles and routes permit folders.
- Conducts research of records, prepares reports and maintains records.
- Accesses, inputs and retrieves information from a computer.
- Maintains and updates the database with current resident/contractor information changes.
- Maintains departmental files.
- Maintains office and printer/copier supplies and service/maintenance requests for network printer. Reports monthly meter readings.
- Provides compiled information for Quarterly Reports for Surcharges to Finance Department.
- Completes Inspection Results Request forms and returns to asker.
- Provides statistical data reports to organizations as requested.
- Coordinates departmental website changes when necessary.
- Assist in the operation, development and maintenance of the permitting software.
- Assists and trains other Permit/Licensing Technicians and other employees on departmental processes and Energov.
- Coordinates with IT on the implementation, development, and changes for the online permits, BTR's, permits, and plan reviews.
- Works with the City Clerk on public records requests, end of year records destruction, and other tasks as requested by the City Clerk.
- Coordinates with the Auditors for information.
- Provides quarterly surcharge reports to Finance.
- Provides annual permit, inspections, and BTR reports to Finance.
- Provides reports to the US Census and the Pinellas Property Appraisers Office.
- Acts as the liaison between the Building Department and third-party private providers, developers, architects/engineers, contractors, homeowners, and business owners.
- Processes Purchase Orders for department purchases.
- Troubleshoots online permit processing with contractors.
- Performs other duties as assigned.

Required Skills/Abilities:

- Proficient in the use of personal computer systems using Word, Excel, Powerpoint and other similar programs.
- Ability to communicate effectively with others, both in person, in writing, and over the telephone, in a clear and concise manner.

- Ability to maintain composure during stressful situations. Has knowledge of telephone call handling procedures, and of the principles and concepts of customer service.
- Ability to handle sensitive information in a confidential and discrete manner.
- Ability to organize, file, and retrieve volumes of written materials.
- Ability to remain efficient, accurate, and flexible in the performance of multiple tasks/priorities, completing all assignments in a timely manner.

Education, Experience, Licenses, Certifications:

- High school graduation or possession of an accepted equivalency diploma required.
- Minimum of five (5) years of experience processing permits and licenses required, previous experience in government/public sector employment or other special vocational preparation is preferred.
- Must possess or attain an ICC Permit Technician certification within 12 months from the date of hire.

Physical Requirements:

- Ability to effectively communicate, both orally and in writing. Ability to use a computer and/or typewriter keyboard, other pieces of office equipment, telephone.
- Ability to sit for long periods, bend, stoop, lift up to twenty (20) pounds, distinctly manipulate small objects.

Working Conditions:

- Performs clerical and administrative work in an office environment.

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions. Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.