

REGIONAL BUILDING DEPARTMENT
Front Counter Specialist
Job Description

Job Title:	Front Counter Specialist	Department:	9811 BLDG/MEP Permits
Reports To:	Permit Supervisor	Classification:	Non-Exempt
Pay Scale:	\$18.00 - \$20.00 D.O.E.	Job Type:	Full Time
Benefits:	Medical, dental, vision, paid vacation, retirement plan.		

Position Summary:

The Front Counter Specialist is responsible for the day to day functions necessary in the Front Counter area. Tasks include, but are not limited to, receive telephone or over the counter inquiries from the general public and contractors, answer questions of a general or technical nature or refers to proper source, either within or outside the Department. Responsible for answering phones, providing customer service, and performing clerical functions such as word processing, filing, copying, and taking meeting minutes, issuance and maintenance of all licenses within the jurisdictions we serve. Front Counter Specialist may issue a variety of permits, handle cash and credit transactions and issue receipts. Front Counter Specialist must be proficient in the operation of the Pikes Peak Regional Building Department in order to answer questions and redirect as needed. Front Counter Specialist reviews building plans for completeness, accuracy and conformance with applicable building codes, ordinances, and national standards. Front Counter Specialist is responsible for routing construction and development plans through all necessary departments and will provide a central focus for individuals seeking information about the status and development of plans. Front Counter Specialist 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 Permit Supervisor.

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:

- Answer phones; process large volume of incoming phone calls during first hour of day; receive, record and schedule daily inspection requests for all trades; must be knowledgeable of all inspection codes.
- Issue phone permits for anything that does not require plans or drawings. Permits can include reroofs, stucco, siding, wood or pellet stoves, all MEP commercial attachments and any residential MEP (examples; furnace, water heater, gas appliances, gas lines, air conditioner, electrical and plumbing work).
- Collect payment for permits by credit card, check or cash. Phone permits can be obtained between 8:30 am and 4:00 pm.
- Issue permits for walk up customers at MEP.
- Answer questions regarding permit processes, documents required and routes calls to appropriate departments/organization.
- 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.
- Issue residential Certificates of Occupancy.
- Scan sketches, rolled plans, buck slips, documents picked up from the field, Licensing, Certificate of Non Compliance (CNC) paperwork and splices.

- Complete electronic plan scanning/flattening; the last step in the electronic plan submittal process moves/flattens the submitted/approved images into the plan images location.
- As plan coordinator responsible for routing plans through required departments for all jurisdictions; ensure approvals and disapprovals have been entered both in Building Department Assistant (BDA) and on the outside plan label; make corrections and updates as needed. Internal routing includes city departments located in the Pikes Peak Regional Development Center (PPRDC).
- Perform Financial Drawer Summary at end of day; compile all credit card and check transactions with print out of Drawer Summary for Finance Department.
- Answer phones, voicemail, email, and faxes. Process daily mail.
- Process name changes, company changes, reinstatements, new licenses and registrations.
- Explain processes for various Licensing requirements on the phone, email and walk up for Building, Electrical, Mechanical, Plumbing and Fire; understand the different licensing types.
- Interpretation of codes and regulations pertaining to Licensing.
- Receive and verify for accuracy and completeness new application and renewal information for licenses.
- Process criminal background checks on applicants.
- Order International Code Council (ICC) books for resale and employee use; inventory of same.
- Receive and verify for accuracy insurance certificates, permit authorization and worker compensation waiver documents.
- Prepare agenda prior to deadline for all committee meetings.
- Attend Licensing committee meeting monthly and follow up on decisions made.
- Send Building and Mechanical license requests to the Daily Transcript for publication.
- Log Mechanic IV class approvals for multiple vendors; send list to CSU.
- Create documents, notarize documents.
- Look for and find better ways/process improvement utilizing increasing technology.
- Resolve complex and sensitive customer service needs.
- Assist with online accounts for new licensees.
- Discuss A status permits prior to renewal of licenses.
- Research and update information in BDA.
- May schedule inspection requests or issue phone permits.
- Responsible for overseeing and balancing \$150 cash drawer daily.
- Maintain and secure confidential information.
- Assist walk in customers (first priority) throughout the day (Open 7:30 am to 4:15 pm); receive incoming plans, retrieve plans from Finished Bin, 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. Large volume of incoming phone calls during first hour of day; scheduling same day inspections. Must be knowledgeable of all inspection codes.
- Issue phone permits for projects that don't require plans/drawings. Permits 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, rolled plans, buck slips, documents picked up from the field, Licensing, Certificate of Non Compliance (CNC) paperwork and splices.
- Complete electronic plan scanning/flattening; the last step in the electronic plan submittal process moves/flattens the submitted/approved images into the plan images location.
- As Plan Coordinator, responsible for routing plans through required departments for all jurisdictions; ensure approvals and disapprovals have been entered both in BDA and on the outside plan label; make corrections and updates as needed. Internal routing includes city departments located in the Pikes Peak Regional Development Center (PPRDC).
- Process plans submitted for building permits. It is the responsibility of the Permit Tech II to determine

what the submittal is for, what documents are required, ensure all documents are included, enter the info into BDA, choose the correct project code and include all depts. 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 reviews of basement finish and decks 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 \$300 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 each morning. Deliver money bags to Finance Dept. following business day.
- Provide limited technical answers to homeowners, contractors, and designers regarding code related items or directs customers to qualified technical staff.
- Monitor revocable/temporary permit paperwork. Review and notify contractors when the temporary use permit from Zoning has expired. File Non Compliance lien if not rectified.
- Determine when a Certificate of Occupancy (CO) or Temporary Certificate of Occupancy (TCO) can be issued by defining if items are outstanding and preventing issuance. Verification needs to be checked through Pikes Peak Regional Building Department inspections and required outside agencies including Fire, Zoning, Engineering and Health.
- Research zoning information requests, building code violations and provide copies of CO's to various Zoning agencies out of state.
- Issue Certificates of Non Compliance (CNC) when work requiring a permit is being conducted without a permit or without an inspection. Process a certified mailing/notification to owner of property, and recording with the El Paso County Clerk's office. Document all correspondence in BDA system.
- Provide drawings requested by homeowners, architects, contractors; research and provide hard copies if available (for fees); send by email or load on flash drive (for fees).
- Review plans and calculate fees based on which agencies will review/collect fees for; utilizing both BDA and online fee calculator.
- Monitor collection of fees for other agencies prior to permit, ensure that all appropriate fees have been collected and all documents in place for Colorado Springs Utilities (CSU), Fire, Zoning, septic and driveways.
- Serve as point of contact for external agencies; assist in completing approval or disapproval of plans or permits in system, when another agency is unable to accomplish due to system problems, etc.
- 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 BDA 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. Must be computer literate in order to retrieve, update and keep accurate details concerning construction projects, building and occupancy permits and inspection results, licensing requirements. Must have knowledge of applicable ordinances and codes. 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 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 effectively, both verbally and in writing complex and technical requirements to the general public. Communicate effectively, both verbally and in writing. 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. 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.

This job description is not intended to be inclusive of all functions, responsibilities and qualifications associated with the position, however, 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, genetic information, marital status, 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.

NOTE: A Board of Commissioners independently governs the Pikes Peak Regional Building Department.

Employee Signature

Review date

Employee Print Name