REGIONAL BUILDING DEPARTMENT
Permit Technician I
Job Description

Job Title: Permit Technician I
Reports To: Permit Supervisor
Pay Scale: 

Department: 9811 BLDG/MEP Permits
Classification: Non-Exempt
Job Type: Full Time

Position Summary:
Permit Technician I at Mechanical Electrical Plumbing (MEP) Counter and/or Scanning 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. Permit Technician I is responsible for answering phones, providing customer service, and performing clerical functions such as word processing, filing, copying, and taking meeting minutes. Permit Technician I issue a variety of permits, handle cash and credit transactions and issue receipts. Permit Technician I must be proficient in the operation of the Pikes Peak Regional Building Department in order to answer questions and redirect as needed. 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.

**Qualifications:**
Must be computer literate in order to retrieve, update and keep accurate details concerning construction projects, building and occupancy permits and inspection results. Must have knowledge of applicable ordinances and codes. 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 complex and technical requirements to the general public. 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. Must have at least two years of customer service experience.

**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.

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Employee Signature          Review Date

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Employee Print Name