



LEAD PERMITTING TECHNICIAN
FLSA: Non-Exempt
Grade 20 \$36,220.04 - \$57,952.07

GENERAL DEFINITION

Assists customers with processing permits and business tax receipt applications for all phases of building construction. Employees in this classification typically function in a lead worker capacity but may work independently depending on the nature of the work assignment. Determines and communicates costs for permits. Reviews permit application submittals to ensure complete and accurate documentation is provided. Advise customers of additional documentation requirements accordingly. Work involves the receipt, review, processing and proper routing of applications according to established department policies, procedures, and applicable regulatory standards. This position also processes Business Tax Receipt applications and performs public records research. Leads other employees and technicians in all aspects of assignments by written order or verbal instruction.

ESSENTIAL JOB DUTIES

The list of duties and functions, as outlined herein, is intended to be representative of the type of tasks performed within this classification. They are not listed in any order of importance. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Functions in a lead work capacity for permit technicians.
- Processes permits and business tax receipt applications by accepting the application, checking for accuracy and completeness, entering information into the permitting software, and providing applicants with a process number.
- Processes Business Tax Receipts, including new applications, renewals, and other matters.
- Prepares plans for routing, and route plans to the various disciplines applicable to the specific application type. Follows through to ensure approvals are obtained and permits issued.
- Relays information to the permit applicants in person.
- Schedules inspections according to restrictions and disciplines.
- Maintains contractor information to ensure that only registered, qualified, licensed and insured contractors are issued permits.

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- Answers phone calls from the public and City staff regarding department functions and responds accordingly.
- Composes and types correspondence not requiring the individual attention of supervisors.
- Coordinates responsibility for communication processes including, but not limited to mail, telephone, etc.
- Performs related technical and administrative support tasks relevant to backflow recertification, business tax receipt, and alarm programs.
- Performs Code lien negotiations, which includes communication with responsible parties, researching public records, and preparing documents for the City Commission.
- Maintains permit database and other software programs used by the department.
- Establishes and maintains effective working relationships with internal customers, external entities, coworkers, management, and the public in a courteous and professional manner.
- Conforms with and abides by all regulations, policies, work procedures, and instructions.
- Requires regular attendance to scheduled work shifts.
- Cash handling and basic funds accounting.

KNOWLEDGE, SKILLS & ABILITIES

- Substantial knowledge of permit application procedures, business tax receipt processes, and customer service principles and practices.
- Ability to lead other employees in accomplishing assigned work orders in a manner to ensure proper job completion.
- Ability to issue verbal and written instructions.
- Familiarity with current office technologies, standard office practices, personal computers, and related peripheral equipment.
- A strong customer service orientation in work and communication with coworkers, management, external customers, and the general public.

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MINIMUM ACCEPTABLE EDUCATION, TRAINING & EXPERIENCE

High school diploma or GED Certificate, with 2 years' experience in a customer service environment that includes high volume customer service and cash handling or basic funds accounting, with general familiarity and experience in operating personal computers and related peripheral equipment. Specific experience in processing construction permits.

PREFERRED

Bachelor's degree from an accredited university.

PHYSICAL REQUIREMENTS

The City of Oakland Park is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Oakland Park will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- The ability to stand, sit, walk, talk and hear.
- Must be able to operate objects, tools or controls and reach with arms and hands.
- Walk up or down stairwells, ladders or steps.
- The employee must frequently lift and/or move up to 35 pounds.
- Vision ability includes close and peripheral vision and depth perception.
- Oral communication ability.

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I _____ have read and acknowledge receipt of the job classification.

Employee signature

Date