



CITY OF SANDY JOB DESCRIPTION

POSITION TITLE: Permit Technician
DEPARTMENT: Development Services
FLSA STATUS: Non-Exempt
SALARY GRADE: D
REPRESENTATION: None

GENERAL POSITION SUMMARY:

The Permit Technician performs complex clerical and accounting duties in supporting the building permit software program and other permit processes. Provides information and assistance to customers in applying for and obtaining City development permits and land use applications. Work may require independent judgement in the application of regulations and established procedures of the Building Division. Assists less experienced co-workers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Reviews and processes residential and commercial construction documents and applications received from the public; reviews applications to ensure accuracy and completeness; assists in completing the applications; provides information regarding the application process and city municipal codes and ensures adequate information is being submitted for review.
- Monitors the permit review process by routing applications and plans and tracking applications through the approval process; ensures timely processing of application requests.
- Issues a variety of permits including all building permits, mechanical permits, plumbing permits, sign permits, and temporary permits. Helps determine the type of permit, the correct permit review process, and the correct fees to charge.
- Provides technical assistance on building and land use information to the public over the phone, by email, and in person. Reviews and intakes various land use applications utilizing a checklist; submits applications to planning staff.
- Prepares inspection information needed for daily inspections; includes permit/inspection research, contacting applicant for clarification, adds notes or verbal instructions to inspectors, including changes to inspections and reschedules inspections.
- Ensures all scheduled inspections are completed and resulted correctly. Provides inspection results to applicants when requested.
- Collects fees and provides cashiering functions for city transactions, including building permits, land use applications, business licenses and reconciles the register.
- Facilitates the issuance of applicable permits, which includes acting as a liaison between customers and the City throughout the permitting process; verifying completeness of information; collecting missing information; assessing and collecting fees; entering permits into computerized system; issuing permits; and/or performing other related activities.
- Writes a variety of letters and helps establish office procedures. Collects data and prepares a variety of regularly scheduled special reports and graphic materials on departmental activities, services, and operations.

- Administers the annual and renewal process for city business licenses; ensures collection and compliance with the business license ordinance; and coordinates with the Transit Department regarding transit tax.
- Prepares and maintains application files and other records.
- Delivers excellent customer service to diverse audiences.
- Establishes and maintains positive working relations with coworkers, citizens, and the general public.
- Performs other duties as assigned that support the overall objective of the Development Services Department.

JOB SPECIFICATIONS:

High school diploma or equivalent (G.E.D); two years of post-high school technical training; and two years of customer service experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge and understanding of the City Municipal Code, construction codes and standards, and construction practices and principles.
- Knowledge of City geography, customer service principles, and research methods.
- Ability to read and interpret plans and maps; communicate effectively, both orally and in writing with technicians and non-technicians.
- Ability to constantly re-prioritize and manage multiple high priority customer requests at any given time.
- Ability to use a computer, handheld electronic devices, and associated software to perform the essential functions of the position.
- Organize work to achieve maximum efficiency in the performance of duties in an environment subject to frequent interruptions.
- Communicate effectively with coworkers, management, elected officials, and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

SPECIAL REQUIREMENTS/LICENSES:

Possession of or required to obtain a valid driver's license within thirty (30) days of hire. Must have a safe driving record.

Must be able to pass the department's security clearance standards, including Reference check, Criminal History check and satisfactory driving record (if required for the position).

Notary Public commission must be obtained within one year of hire.

SUPERVISION RECEIVED:

Works under the direction of the Development Services Director who holds the employee accountable for achieving the goals, objectives, and duties of this position.

SUPERVISORY RESPONSIBILITIES:

Incumbents in this position may provide training and orientation to newly assigned personnel.

PHYSICAL DEMANDS:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Required to walk up and down stairs or sit or stand for long periods of time and must have the hearing and speaking ability to carry on conversations in one-on-one and in small group settings.
- Must have sufficient hand eye coordination to operate common business and media equipment.
- Occasionally lift and/or move up to 40 pounds. Reaching, bending, stretching and handling objects as required to file.
- Specific vision abilities required by this job include close vision, distance vision, depth perception, and the ability to adjust focus

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.

- Works in an office environment under usual office working conditions. The noise level is typical of most office environments, with telephones, personal interruptions, and background noises.
- Work is performed in numerous offices, conference rooms, and public spaces.
- Customer contact is high. These interactions may reach moderate noise levels.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.

Kelly O'Neill

Development Services Director

Adopted: 10/2021



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JOB DESCRIPTION**

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Name

Date