



PERMITS TECHNICIAN

JOB SCOPE:

The Permits Technician plays a critical role in supporting the Planning and Economic Development Department by ensuring the smooth processing of permit applications, plan reviews, and inspections. This position requires both technical knowledge of permitting procedures and exceptional customer service skills to assist applicants, contractors, and the general public. The Permits Technician is responsible for handling inquiries, processing permits, ensuring compliance with local and state regulations, and maintaining detailed records. The role involves working closely with internal departments and external agencies to ensure all permit requirements are met in a timely and efficient manner. Strong attention to detail, organizational skills, and the ability to make independent decisions are essential for success in this role.

In addition, the Permits Technician will act as a liaison between the city and its stakeholders, facilitating the permitting process, troubleshooting issues, and upholding the city's commitment to providing best-in-class service to its residents and businesses. The position requires adaptability to navigate a fast-paced environment while adhering to the City's policies, procedures, and core values.

General Description and Classification Standards

The Permits Technician is responsible for providing administrative and technical support in various areas including permitting, plan review, inspections, and overall department operations. The technician supports the Planning and Economic Development Department, providing excellent customer service to both internal and external clients. Duties require considerable initiative and independent judgment, ensuring best-in-class customer service while embracing the City's core values, beliefs, and culture.

MAJOR DUTIES:

- Assist applicants by providing information about building permits and general permit process requirements.
- Review plans, permit applications, and related documents at the public counter to verify accuracy, completeness, and compliance with established codes, ordinances, and policies.
- Route plans to appropriate agencies for approval and assemble approved plans.
- Coordinate the issuance of building, electrical, plumbing, mechanical, and other related permits.
- Collaborate with customers to schedule inspections.
- Maintain computerized records and logs for building permits and associated documents.

- Operate office equipment such as computers, utilizing word processing, spreadsheet, and database applications.
- Update and maintain contractor registration files to ensure compliance with current state and local licensing requirements.
- Conduct research to document project compliance and coordinate the permit process with outside agencies to meet permit requirements.
- Use architectural and engineering scales to determine dimensions, calculate areas, and percentages as needed.
- Perform other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- Comprehensive understanding of the permitting process, including areas such as zoning, plan review, arborists, and inspections.
- Knowledge of building codes, ordinances, regulations, laws, and policies.
- Proficiency in PC navigation and the ability to browse the internet independently.
- Familiarity with construction documents (CDs) and the ability to interpret them for permitting purposes.
- Strong knowledge of customer service principles and excellent communication skills (oral and written).
- Ability to make sound decisions based on independent judgment and within established procedures and policies.
- Ability to work effectively under pressure and meet deadlines.
- Strong teamwork skills to collaborate with colleagues in resolving customer challenges.
- Understanding of city organization and operations to carry out assigned responsibilities.
- Ability to read and interpret construction blueprints, plans, and specifications.
- Ability to establish and maintain effective working relationships with employees, officials, government representatives, developers, and the general public.
- Ability to provide accurate information and tactfully respond to inquiries about city planning procedures.
- Ability to gather and analyze information to resolve practical problems.

Supervisory Controls: The work is performed under the general supervision of the Director of Planning and Economic Development.

Guidelines: The role requires following standardized procedures, building codes, and both written and verbal instructions to complete tasks. The technician will process available information to decide on the next steps and determine when to escalate issues to supervisors.

Leadership Provided: May provide guidance and training to lower-level employees, interns, or temporary staff as required.

Complexity: The position involves handling diverse tasks related to permits and regulatory compliance, requiring independent problem-solving and customer service.

Scope and Effect: Contacts are typically with elected officials, co-workers, contractors, developers, engineers, regulatory officials, building inspectors, and the general public.

Personal Contacts: Regular interaction with co-workers and the public to exchange information, provide services, resolve conflicts, and solve problems.

Physical Demands: This position requires routine sitting, walking, standing, and lifting up to a certain weight. It may also involve climbing, crouching, kneeling, and pulling.

Work Environment: Office-based with occasional site visits.

Minimum Qualifications Education and Experience

- High school diploma or General Equivalency Diploma (GED) required.
- At least one year of responsible administrative experience at a building permit counter or an equivalent combination of education, training, and experience.
- Knowledge of local government organizations is essential.

Preferred Education & Experience

Associate degree or vocational training in construction, building inspections or related fields. International Code Council (ICC) Permit Technician certification preferred.

Compensation: The starting salary range for this position is \$53,000 to \$57,000, depending on the candidate's qualifications and experience. The City of Clarkston offers a competitive benefits package, including health benefits, retirement plans, and paid leave.

Application Process: Interested candidates should submit their resume, cover letter, and professional references through the following online portal: City of Clarkston <https://www.cognitofrms.com/CityOfClarkstonGA/EmploymentApplication>

This position is open until filled.

EQUAL OPPORTUNITY EMPLOYER:

The City of Clarkston is an Equal Opportunity Employer. We do not discriminate on the basis of age, gender, race, color, national origin, religion, disability, or any other class or status protected by law.

IMPORTANT: By submitting your resume online, you hereby authorize the City of Clarkston to contact, obtain, and verify the accuracy of the information contained in this application from all previous employers, references, and educational institutions. You also hereby release from liability the City of Clarkston and its representatives for

seeking, gathering, and using such information to make employment decisions and all other persons or organizations for providing such information.

You understand that any misrepresentation or material omission made by you on this application will be sufficient cause for cancellation of this application or immediate termination of employment if you are employed, whenever it may be discovered.

No unsolicited letters, emails, telephone calls, or in-person submission will be considered in fairness to other potential candidates for this position.

The City of Clarkston is an Equal Opportunity Employer and a Drug Free Workplace.