



Council Work Session Memorandum

TO: City Council
THROUGH: Tim Murray, City Administrator
FROM: Deanna Kuennen, Director of Community and Economic Development
Kevin Bushard, Human Resources Manager
MEETING DATE: April 6, 2021
SUBJECT: Change Community and Economic Development Administrative Assistant II to Permit Technician

Discussion:

Staff is recommending that the Community and Economic Development Administrative Assistant II title and position be changed to Permit Technician with all of the added responsibilities that come with that position. This is the position that directly supports the activities of the Building Codes Division. Staff has revised the job description in accordance with the needs of the Department. The description is included with this memo.

Upon the Council's approval of the position, Staff would send the position through the scoring process and compensation system to get an accurate wage and grade. Also, with Council's approval, Staff would then post the position upon receipt of the wage and grade.

Attachments:

- Permit Technician Job Description

CITY OF FARIBAULT POSITION DESCRIPTION

Position Title: Permit Technician
Department: Community and Economic Development
Reports To: Building Official
Date: March 2021

PRIMARY OBJECTIVES OF THE POSITION

Perform responsible technical and administrative work serving as the primary permit service counter contact. Assist the public in answering specific and general inquiries regarding codes, procedures and policies. Under limited supervision perform limited/basic residential plan review as directed by the Building Official. Process Building Division permit applications, issue and receipt permits. Provide clerical and counter support to Building Inspection and Planning Divisions. Responsibility for the performance of moderately complex clerical duties which require judgment based on knowledge gained through experience. Serve the public and other City employees and officials by responding to various inquiries.

ESSENTIAL FUNCTIONS OF THE POSITION

The essential functions of the position include, but is not limited to the following:

- Provide public service activities including, but not limited to, greeting counter walk-ins, answering telephones, responding to requests for information, provide appropriate assistance by directing to the appropriate individual or department.
- Receive, log and review building permit applications and supporting documents to verify completeness and accuracy of information; assess scope of project and relevant permit requirements; educate customers regarding necessary permits and general code compliance of proposed projects.
- Process construction permit applications and route plans to other departments for review.
- Process, issue and receipt faxed, mailed and over-the-counter permit applications. Issue and receipt all other permits prepared by Building Official and Building Inspector that are ready for issuance.
- Performs plan review of basic residential construction plans for conformance to all applicable state and city construction codes and local ordinances as directed by the Building Official. Such permits may include decks, pools and garages.
- Review, approve and issue city contractor licenses and verify state issued licenses.
- Research records and provide public with specialized site-specific property information such as approved building permits, construction plans, certificates of occupancy, zoning and surveys or site plans.
- Prepare general correspondence, reports, lists and records.

- Perform a variety of detailed clerical tasks such as compiling, calculating and preparing special reports, maintains records.
- Responsible for maintenance of building permit/inspection software database, including state and city licensed contractors, permit payment information, new parcel information for all new developments or lot splits and updating of parcel information.
- Develop, create and implement department application forms and handouts.
- Organize, file and maintain department address files. Scan and store department records into data retention computer system.
- Send form letters for work with no permit as determined by Building Official.
- Answer general inquires in a pleasant and friendly manner from contractors and public both over the phone and for general walk-in traffic.
- Prepare monthly, quarterly and annual reports for various City, State, Federal and other agencies as required.
- Perform special projects as assigned by the Community & Economic Development Director and Building Official.
- Perform other duties and assumes other responsibilities as are apparent or delegated.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

QUALIFICATIONS

Minimum Qualifications:

Education

- High school diploma or GED Certificate plus license/certification/training at vocational school, related on-the-job experience or an associate's degree in a related field.

Experience

- Two (2) years of government clerical experience with extensive public contact

Desired Qualifications:

Education

- Permit Technician Certificate from the ICC

Experience

- Two to four (2-4) years of experience as a building permit technician

Knowledge, Skills and Abilities

- Considerable knowledge of English, spelling, punctuation, arithmetic and vocabulary.
- Ability to perform the full range of office and administrative support duties and tasks.

- Understand and explain city policies, procedures and fees to the general public, permit applicants and city staff.
- Ability to read and interpret blueprints, maps, specifications and other construction related documents.
- Ability to learn, interpret, explain and apply local, state and federal regulations and standards related to building construction.
- Proficient in the operation of office equipment including computer software such as word processing, database and spreadsheet applications. Prefer experience with database programs.
- Ability to work independently and use good judgment without requiring immediate supervision.
- Ability to deal with the contractors and the public in a tactful and courteous manner.
- Knowledge of modern office equipment, and clerical practices and procedures.
- Ability to handle multiple priorities in a fast-paced work environment.
- Ability to work with many distractions such as interruptions from phones and walk-ins.
- Ability to type or enter data at a speed necessary for successful job performance.
- Ability to update brochures and information for the website.

Special Equipment

Multi-line phone systems, including computer aided systems; personal computer including word processing, spreadsheet, and building permit software (Permit Works).

Special Requirements

None.

COMPLEXITY

Work requires many different processes and methods applied to an established professional or technical field.

RESPONSIBILITY

Supervision Needed: This position either (a) carries out work with minimal supervision (i.e., the supervisor sets only goals, priorities, and the deadlines; and the employee uses guidelines that cover most situations), or (b) follows the supervisor's directions on methods and desired results but modifies methods to resolve unforeseen situations and problems.

Supervision Given: Moderate coordination of work with other individuals (Non-Supervisory).

Impact: Work affects the overall efficiency and image of the City.

REQUIRED PHYSICAL ABILITIES AND WORK CONDITIONS

The physical demands and work conditions described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Hazards: While performing the duties of this job, this position:

Nonstrenuous - occasionally climbs a few steps, balance, bend/stoop, kneel, crouch, squat, crawl, reach above shoulder level, sit, stand, walk, finger/enter data/keystroke, feel, talk, or hear, and/or exerts up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Surroundings: Low Risk - Exposure to inside environmental conditions where it is adequately lighted, ventilated and heated, and normal precautions must be observed.

TOOLS AND EQUIPMENT USED:

Tools and equipment used in a Community Development environment including, but not limited to: computers, Microsoft Office, Laserfiche, Granicus software systems, typewriters, faxes, copiers, phones, and calculators.

NOTE: 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.

The City of Faribault is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.