



Filing Deadline: Friday, May 5, 2017

**City of Coeur d'Alene
Equal Employment Opportunity
Permit Technician**

Description: Provides technical assistance and customer service at the permit center, maintain permit records and files, issue permits and perform a wide variety of clerical support for the Building Department. This is a front line position requiring exceptional customer service skills to help customers by answering questions about the building permit process, providing explanations of necessary plan submittal requirements, code requirements and departmental procedures, and accepting documents and performing their initial review to verify completeness and accuracy. The Permit Technician will gain on-the-job knowledge of International Code Council (ICC), state and local regulations and ordinances regarding commercial and residential building codes to ensure applications are complete. The job requires careful attention to detail, efficiency in an atmosphere of frequent interruptions, customer service and reception skills and record maintenance. Customer contact is frequent with applicants, developers, contractors, architects and others in the construction field. The position reports directly to the Building Services Director, although some leeway is allowed for independent judgment and initiative. The principal duties of the position are performed in a general office environment.

Wages and Benefits: Starting wage is \$16.51 per hour, eligible for a five percent increase after 12-months of service with standard or above evaluations. The position is supplemented by a generous employee benefit package ([summary of benefits](#)) and membership in PERSI (Public Employee Retirement System of Idaho) is required.

Acceptable Experience and Training: High school diploma or GED; two (2) years experience in general office practices, preferably in a building or construction environment; ability to obtain Certification from the International Code Council (ICC) as a Permit Technician within one year of hire; or any equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

Knowledge, Skills and Abilities

Knowledge of:

- Basic principles and practices of local government administration as related to the construction permit process;
- Working knowledge of construction and permit terminology;
- City policies, procedures and safety practices;
- Telephone etiquette;
- Customer service techniques and procedures;
- Recordkeeping and filing practices and procedures;
- Standard practices and procedures for issuing permits including but not limited to, building, mechanical, re-roofing, plumbing, water/sewer, sprinkler, demolition, and electrical;
- Operation of a personal computer and job-related software applications and other modern office equipment;
- Basic accounting procedures.

Ability to:

- Communicate technical processes and procedures associated with the construction application and permitting process;
- Display an attitude of cooperation and work harmoniously with all levels of City employees, the general public and other organizations;
- Perform mathematical and algebraic formulas to determine permit fees and estimate costs;

- Communicate effectively and establish and maintain working relationships with other employees, the public, contractors and other interested and affected parties including in difficult situations and under pressure.
- Proficiently operate computers, software programs, such as Microsoft Word, Excel, PowerPoint, or similar office software to create documents and other materials, maintain information, and generate reports;
- Use English and speak clearly for understanding;
- Perform duties to supervisor's expectations;
- Follow verbal and written instructions;
- Maintain a professional demeanor at all times;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

Examples of Work (Illustrative Only)

Essential Duties and Responsibilities

- Answers telephones, provides information and assists customers regarding permits and inspections;
- Sets up Project Review meeting based upon size and scope of project; facilitates meetings, routes paperwork, maintains written and digital record of meeting;
- Schedules meetings with developers, contractors, architects, administrators, inspectors, planners and other agencies to determine project feasibility;
- Reviews, interprets and extracts information from applications and construction drawings to determine completeness and accuracy;
- Accepts applications for processing and review in preparation of the issuance of commercial and residential building permits;
- Issues Certificate of Occupancy for residential and commercial construction;
- Issues temporary Certificates of Occupancy for commercial construction; establishes amounts and collects securities for TCO's;
- Receives inquiries from applicants regarding the processing of various permit applications and works with responsible staff to determine progress of review;
- Acts as advocate for permit applicants to ensure timely and uniform processing of permits applications in an unbiased manner;
- Provides a variety of information to contractors, homeowners, and the general public concerning but not limited to obtaining permits, status of permits, fees for permits, inspections, certificates of occupancy, status of archived permits and project reviews;
- Prepares packets for and attends Building, Mechanical and Plumbing Board of Appeals meetings;
- Compiles data and prepares reports for City Administrator, Mayor, City Council, state and Federal agencies regarding permit activity;
- Maintains various permit documents, records, and updates permit files;
- Performs a variety of mathematical calculations to determine fees and estimate costs;
- Issues a variety of permits including but not limited to, building, mechanical, plumbing, re-roofing, water/sewer, sprinkler, demolition, designated manufactured home and electrical.
- Prepares and files correspondence, permits, reports, letters, memoranda, spreadsheets, forms and other administrative material;
- Compiles information for reports, including photographs, staff notes and other information;
- Maintains budget and processes invoices for payment;
- Maintain electronic inspection request forms;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs all work duties and activities in accordance City policies, procedures and safety practices.

Other Duties and Responsibilities

- Provides Department support for purchasing office supplies and training and travel arrangement;
- Performs other related duties as required.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively on the telephone and in person;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review, evaluate and prepare a variety of written documents and materials;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computer equipment and other office equipment.
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in an office setting perform filing duties that may require bending, stooping, kneeling, and lifting at least 10 pounds.

Application Procedure: Applicants meeting the qualification requirements are invited to submit a completed City of Coeur d'Alene Employment Application and Resume to the Human Resources Office, City Hall, 710 Mullan, Coeur d'Alene, ID 83814. Application deadline is **Friday, May 5, 2017 at 5:00p.m.** Applications will be screened, and those applicants with the most appropriate qualifications will be invited for further testing. If you would like to request a reasonable accommodation for the recruitment process due to a disability, please provide a written request and submit with your application.

The City of Coeur d'Alene is committed to providing equal employment opportunity for all persons without regard to race, color, religion, gender, age, national origin, sexual orientation, gender identity, disability, veteran status, or any other applicable legally protected status.