**Class Summary**

The responsibilities in this classification include processing business license and permit applications and associated fees. Work includes permit application intake, routing, and issuance, as well as cashiering, collections and financial guarantee administration. In addition, incumbents are also responsible for providing information to the public, reading and interpreting maps, plans and legal descriptions.

**Distinguishing Characteristics**

This is the first level in a three-level classification series and is distinguished from the Permit Review Coordinator classification in that the Permit Technician performs preliminary examination of applications and assess their technical complexities, which involves frequent public contact to explain the permit processes, while the Permit Review Coordinator accepts permits, coordinates reviews, explains applicable codes and issues a variety of complex building and land use permits.

**Examples of Duties**

1. Provide general and specific information to individuals requests in person, by fax, phone or letter on application requirements and permitting processes..
2. Review applicantion packages for completeness, accept or reject permit applications, and route accepted applications to appropriate review area.
3. Categorize applications by type and initialize new license or permit records, enter and verify data and fill out system forms.
4. Calculate and assess fees, process billings and refunds, and answer customer inquiries.
5. Process payments, balance transactions, prepare bank deposits. Take part in collection activities for delinquent fees and/or civil penalties.
6. Read and interpret maps, plans and legal descriptions for compliance with regulations and need for review by others.
7. Process legal documents.
8. Perform other duties as assigned.

**Knowledge/Skills**

Knowledge of basic mathematics

Knowledge of terminology used in construction and land use

Knowledge of personal computers and terminals

Skill in communicating both verbally and in writing

Skill in keeping accurate records

Skill in reading legal descriptions

Skill in researching information

Skill in dealing effectively with the public

Skill in reading, interpreting and explaining, specifications, codes, ordinances and policies

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification and Other Requirements**

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| **FLSA Designation** | Non-Exempt |
| **Service Status** | Career Service |
| **EEO Code** | 2 |
| **Levels within same series** | Permit Technician  Permit Review Coordinator  Permit Review Coordinator Senior |
| **Class History** | Created 11/1996  Updated 2/2003  Updated 8/2007 Changed font and format  Updated 5/2016 Updated content |