

Marion County Board of County Commissioners

POSITION DESCRIPTION



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

PERMITTING LICENSING TECHNICIAN

Department: Building
Pay Grade Range: 104 - 106
FLSA Status: Non-Exempt
Job Class: 6047
Risk Code: 8810

JOB SUMMARY

Responsible for performing specialized technical work associated with contractors' licenses and building permits, which includes providing excellent customer service skills while assisting the citizens and contractors regarding Florida building codes and permit requirements. Also responsible for reviewing and processing permit applications, collecting permit related fees owed, and issuing permits.

ESSENTIAL JOB FUNCTIONS

- Provides face-to-face, telephonic, and online customer assistance about permit requirements, permitting processes, fees, and timelines.
- Assists contractors and the general public in obtaining building permits and contractors' licenses.
- Ensures compliance with established permitting codes, regulations, policies and procedures.
- Processes applications and performs data entry for permits and licensing.
- Notifies customers about application deficiencies and the corrective actions required.
- Receives and reviews corrected documentation and updates system records.
- Calculates and reviews fees owed to ensure accuracy for all county-imposed charges.
- Collects fees owed and issues receipts.
- Performs daily audits for all monies collected.
- Assists in other areas of the department as directed by the supervisor or other lead staff.
- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

This position has no supervisory responsibilities.

QUALIFICATIONS

	Permit & Licensing Technician Trainee	Permit & Licensing Technician I	Permit & Licensing Technician II
HS Diploma / GED	Required	Required	Required
Experience	Minimum of two (2) year (within the last 5 years) of experience in permit processing, contractor licensing, construction administration or general clerical/customer service. Two years of equivalent training (vocational, technical, or college) combinations of education and experience may be considered.	Minimum of two (2) year (within the last 5 years) of experience in permit processing, contractor licensing, construction administration or general clerical/customer service. Two years of equivalent training (vocational, technical, or college) combinations of education and experience may be considered.	(5) five years of building department experience
Base required certifications	Notary public within six (6) months of assignment	Permit Technician certification with ICC	Permit Technician certification with ICC C.L.O.A.F. – Construction Licensing Official Association of Florida Inc Levels 1, 2, 3
Pay Grade	104	105	106

Licenses:

Possession of a valid, State of Florida driver’s license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to tactfully respond to complaints from customers, regulatory agencies, or members of the business community.
- Ability to write routine reports and correspondence.
- Ability to speak clearly, write legibly, and make presentations to groups of people.
- Ability to clearly explain codes, rules, regulations, and procedures to the public in a tactful manner.

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs.
- Ability to handle money and make simple mathematical calculations accurately.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to explain records and procedures to others.
- Ability to exercise judgment regarding the use of equipment, tools, or materials.
- Ability to deal with difficult customers and remain calm in stressful situations.
- Knowledge of department and division operations, pertinent Florida Statutes, and local codes and regulations related to contractor licensing and permitting processes.
- Knowledge of cashier function and ability to perform cash drawer audits.
- Knowledge of modern office practices and ability to properly operate pertinent office equipment.
- Skill in the use of a personal computer, pertinent software programs, email, internet, and construction database systems.
- Ability to read and interpret County and State licensing laws and ordinances.
- Ability to enforce laws and ordinances in a firm, fair, and impartial manner.
- Ability to efficiently use codebooks and other resources associated with the permitting process.
- Ability to work independently with minimal supervision.
- Ability to work efficiently and proactively in a demanding, high stress environment.
- Ability to adapt to new procedures and assignments.
- Ability to take teamwork approach to the job by cooperating with others when needed.
- Ability to establish and maintain effective working relationships with staff, contractors, and the general public.
- Ability to communicate tactfully, courteously and maintain effective working relationships with other County departments and with members of the general public.

PHYSICAL DEMANDS

The work is sedentary work which requires exerting up to 50 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. While performing the duties of this job, the employee will occasionally be required to stand, walk, reach with hands and arms, stoop, kneel, crouch, or crawl; and will regularly be required to sit, use hands to finger, handle, or feel, and frequently talk or hear.

WORK ENVIRONMENT

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. *Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.*