

<b>CITY OF CEDAR RAPIDS POSITION PROFILE</b>	<b>JOB CODE #/TITLE:</b> NB460 Permit Technician
<b>POSITION #/TITLE:</b> 1143, 1179, 1469 Permit Technician	<b>Adopted:</b> 07-09
	<b>Revised:</b>

<b>POSITION DESCRIPTION</b>
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<b>Dept. ID/Description:</b> Building Services	<b>Manager Level:</b> Non-Manager
<b>Salary Plan/Description:</b> NBU/Non-Bargaining Unit	<b>Salary Grade:</b> 06
<b>Reports To Position #/Job Code #/JC Title:</b> 2351/NB427/Plans Examination Supervisor	<b>Dotted-line Reports To Position #/Job Code #/JC Title:</b>
<b>FLSA Status:</b> Non-Exempt	<b>City Overtime Status (Employee Type):</b> Non-Exempt (Exception Hourly)
<b>Physical Demand Rating:</b> Light	<b>Work Environment:</b> Controlled
<b>Pre-employment Testing:</b> Drug and health screening after contingent offer.	<b>Position Testing:</b> Microsoft Word & Excel, Typing Test
<b>Personal Protective Equipment:</b> None	

<b>General Statement of Duties</b>
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Performs a variety of technical, clerical, administrative support, assist the public in answering specific and general inquiries regarding codes, procedures and policies; and information dissemination services for the Building Services Division; performs related work as required.

<b>Distinguishing Features of the Class</b>
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Considerable leeway is granted for the exercise of independent judgment and initiative. This class is distinguished from the class of Customer Service Representative II due to a larger programmatic responsibility and increased code knowledge required.

<b>Examples of Essential Work (Illustrative Only)</b>
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Answers department telephone calls, receives and greets visitors to the department and provides information to or refers callers and visitors to other appropriate departments or City personnel;  
Provides programmatic information to other City employees and the public concerning activities of the Building department;  
Prepares correspondence, reports, lists and other documents on computer;  
Gathers, assembles, updates, distributes and/or files a variety of information, forms, records and data as requested;  
Meets with builders/contractors to identify issues in permit applications and applies basic principles to assist the applicant in conforming to city standards;  
Reviews and approves applications and permits for fences, decks, re-roofs, re-sidings, room additions, garages, alterations, etc for residential projects with Zoning approval;  
Issues applications, licenses, renewals, permits, and certificates of occupancy;  
Schedules meetings and inspections as required;  
Performs all work duties and activities in accordance with City policies, procedures and safety practices;  
Attends work regularly at the designated place and time;  
Attends mandatory training sessions;  
Supports continuous process improvement initiatives;  
Performs related work as required.

### **Required Knowledge and Abilities**

Thorough knowledge of modern office clerical, administrative support and customer service practices and procedures;  
Good knowledge of business terminology, procedures and equipment, including the use of computers and related business applications;  
Good knowledge of construction, blueprint reading, knowledge & understanding of types of construction and development processes and procedures;  
Basic knowledge of Building Code in order to identify Occupancy Groups & Type of Construction;  
Basic knowledge of Zoning Code issues, including fence and shed review for Zoning Code compliance;  
Ability to perform mathematic calculations for square footages and valuations;  
Ability to develop and use empathetic listening skills, communicate with clarity and maintain an attitude that conveys respect, assistance, honesty and resourcefulness;  
Ability to handle building permit application information with tact and discretion;  
Ability to communicate the Building Services Division's requirements and guidelines and the reasons behind them, to the public;  
Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;  
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;  
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;  
Ingenuity and inventiveness in the performance of assigned tasks.

### **Acceptable Experience and Training**

Graduation from High School or a GED, supplemented by additional training in office administrative support practices and procedures; and  
Considerable experience in the performance of clerical and customer service duties; or  
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

### **Required Special Qualifications**

Ability to obtain Certified Permit Technician through the International Code Conference (ICC) within one year of appointment.

### **Essential Physical Abilities**

Requires the following with or without reasonable accommodation:  
Sufficient clarity of speech and hearing, which permits the employee to communicate effectively;  
Sufficient vision, which permits the employee to review a wide variety of written and electronic materials and information;  
Sufficient manual dexterity, which permits the employee to handle a variety of records and files and to operate a computer;  
Sufficient personal mobility, which permits the employee to access office files and visit and distribute materials to other City offices.