

NEW CASTLE COUNTY GOVERNMENT

Number 0151

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Date 12/05/16

CLASS SPECIFICATION

Title: CERTIFIED PERMIT PROCESS TECHNICIAN

Approved:



GENERAL STATEMENT OF DUTIES: Coordinates activities and performs highly responsible clerical and administrative work in the Department of Land Use; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs administrative work in carrying out difficult office tasks in the Department of Land Use. This employee is responsible for coordinating permit issuance functions including cash flow. In most instances, the work is performed under general supervision, but this employee may make independent decisions in some cases. The employee may assist in training Permit Process Technicians. The employee works under general supervision.

EXAMPLES OF WORK: (Illustrative only)

- Performs intake, coordination and issuance of construction and related permits and other related functions to include cash flow and accountability;
- Assists both walk-in and electronic submission customers as needed with regard to permits and licensing;
- Issues various permits which do not require plan review such as tract building, demolition, previously approved plans and other related documents;
- Researches records as necessary and furnishes information as required to the general public and appropriate staff;
- Assists in the operation of computerized programs and participates in discussions to research ways to improve processes;
- Plans, assigns and coordinates work activities, trains personnel, and provides input to performance evaluations;
- Handles complaints and requests of a difficult nature when office personnel are unable to provide satisfaction;
- Prepares a wide variety of reports;
- Files, scans, and prepares licensing documents for archiving;
- Administers an elevator licensing program for New Castle County;
- Assists both customers and staff during the permit process related to Land Use and other New Castle County activities;
- Assists in training Permit Process Technicians;
- Coordinates and reviews requirements relating to problem areas in the issuance of Certificates of Occupancy including those releases from outside agencies and follows up on discrepancies;
- Works with NCC Information Systems to enhance and/or streamline the permitting software applications;

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Approved:



- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

REQUIRED KNOWLEDGE SKILLS AND ABILITIES: Thorough knowledge of modern principles and practices of business and office management to include accounting and records management; thorough knowledge of business mathematics; good knowledge of laws and regulations relating to permitting activities; ability to maintain current knowledge of permitting developments in the construction field by maintaining the required ICC certification; ability to work with computerized information systems; ability to plan, establish, and monitor complex procedures to determine effectiveness; organizational skills; ability to prioritize workload; ability to operate a personal computer and other related equipment; ability to communicate courteously and effectively, both verbally and in writing; ability to coordinate activities of office staff; ability to evaluate problems and draw valid conclusions; ability to establish and maintain effective working relationships with other departments, agencies and the general public; tact and courtesy.

MINIMUM QUALIFICATIONS: At least one (1) year of progressively responsible clerical experience as a Permit Process Technician, and completion of two (2) years of college in business administration or a related field; or an equivalent combination of experience, education or training directly related to the required knowledge, skills and abilities.

ADDITIONAL REQUIREMENTS: Must pass a Class III County physical exam and background check. Verification of successful completion of the ICC required discipline at time of application. The certification must remain valid as a condition of employment. All costs associated with the certifications, verification and subsequent maintenance of current status in such examination areas shall be borne by the employee or applicant unless otherwise provided for in the collective bargaining agreement.

REQUIRED DISCIPLINE

Permit Technician

ICC CODE

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HISTORY OF REVISIONS:
Established: 12/05/16