# WASHINGTON COUNTY, VIRGINIA, POSITION DESCRIPTION

| Position Description: |
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| **Job Title:** Permits Technician<br>**Department:** Building & Development Services<br><br>**Supervised by:** County Engineer/Building Official<br><br>**Revised Date:** July 1, 2011 |

**Title**: Permits Technician

**Department/Division:** Building & Development Services/County Administration

**Nature of Work:**

- Provides frontline customer service including, but not limited to: serving as primary receptionist for the Departments of Zoning Administration and Building and Development Services; determining the needs of customers and directing them to the appropriate person; answering and directing phone calls and inquiries; processing permit applications and associated documents. Interaction with the public is routine and excellent communication and interpersonal skills are vital. This position will be under the joint direction of the County Zoning and Subdivision Official and the County Engineer/Building Official.

**Essential Duties:**

- Customer Service: Provides customer assistance in filling out various permit applications and forms. Process permit applications by accepting and checking for accuracy and completeness. Route to appropriate staff, tracking application status by maintaining accurate and timely records.
- Policies & Procedures: Assure policies and procedures are followed in the receipt, routing and processing of permit applications. Assist in coordinating the permitting process with department staff.
- Scheduling Field Inspections: Assists in the scheduling of requests for field inspections and maintain an inspection activity log.
- Attendance: Regular attendance during normal operating hours is required and prior approval of planned scheduled leave time is necessary to provide adequate coverage of these essential job duties. Any unscheduled leave taken can severely disrupt the operation of the Building and Development Services Department.
- Preparing Deposits & Issuing Receipts: Collects money for permitting fees, writes receipts and prepares deposits according to Department policies and procedures.

- Time Management Skills: Ability to work independently and proficiently and has a high level of time management skills, as the position dictates interruptions on a frequent basis.
- Perform other Duties as Required

**Job Requirements Needed:**

- Demonstrated ability to maintain information strictly confidential, an attention to detail and works courteously and effectively with staff and public.
- General knowledge of standard office practices, procedures, equipment, and office management techniques.
- Skill in communicating and presenting a positive, professional image of County services. Ability to work cooperatively as a member of a service oriented team and establish effective working relationships with employees and the public.
- Attend training seminars for basic building code understanding and permit technician certification within two years of employment.
- Proficiency with data processing and database including: Microsoft Word, Excel, and Outlook.
- Graduation from an accredited college or university with an Associate Degree in secretarial/office management, bookkeeping, accounting, business or related field. 2 years experience in responsible clerical work with related experience emphasizing public contact or customer service is strongly preferred. Graduation from high school may be substituted for the associate degree if supplemented with significant and appropriate work of an equivalent basis.

**Job Location and Conditions**:

- Work is performed primarily in the office setting at the Washington County Administrative Office. May be required to report to work after or before regular business hours and during emergency conditions.
- Performs work safely in accordance with County safety policy and procedures and specific departmental safety procedures.

**GENERAL APTITUDES and PHYSICAL REQUIREMENTS:**

- **Mental Abilities:** Must have ability to reason and make judgments, to understand and follow oral and written instructions, to guide/give instructions and to make decisions in accordance with established procedures and policies.
- **Speaking/Talking Abilities:** Must have ability to answer the telephone, radio or switchboard; communicate with County officials; general public; vendors; supervisors and or with other employees.
- **Hearing/Listening:** Must have ability to communicate with County officials; public; vendors; supervisors and or other employees.
- **Reading/Ability to Read and Understand Text:** Must have ability to read and understand text.

- **Numerical:** Must have ability to mentally perform accurate two digit calculations, accurate calculations aided by a calculator and adding machine or measuring devices.
- **Manual Dexterity:** Must have ability to use telephone; calculator; copy machine; fax machine and manipulate computer keyboard and mouse.
- **Finger Dexterity:** Must have ability to use telephone; calculator; copy machine; fax machine and manipulate computer keyboard and mouse.

**Physical Demands:**

- **Strength:** Ability to lift at least 25 pounds.
- **Climbing:** Must have ability to climb one flight of stairs and twenty to thirty steps.
- **Standing, Sitting and Walking:** Must have ability to: occasionally (1-3 hours/day) stand; frequently (1-3 hours/day) walk and continuously (7-9 hours/day) sit. Must be able to walk over flat terrain.
- **Reaching, Handling, Fingering and or Feeling:** Must have ability to handle papers, files, computer keyboard and work adding machine.
- **Seeing:** Must have ability to focus and have peripheral vision.

**Driving:**

- Must have a valid driver's license and the ability to drive an automatic transmission car.
- Will have periodic driving record checks done.

**Job Status**: Full Time/Non-Exempt

**Salary :** DoQ, DoE with Benefits

**Washington County is an Equal Opportunity Employer.**

**Position Descriptions are intended to serve as guidance and reference documents with respect to the scope, responsibilities and authority of Administrative Division positions. They are not intended and should not be interpreted to be binding or limiting with respect to a position. The Board of Supervisors reserves the right to fill vacancies in positions by hiring persons appearing the best suited for such positions, regardless of their qualifications.**