POSITION DESCRIPTION

Permits Technician

COUNTY OF WASHINGTON, VIRGINIA

The following is excerpted from Section 02-03 the Washington County Board of Supervisors *Personnel Policies and Procedures Manual for Administrative Division Employees*:

02-03 POSITION DESCRIPTIONS

A written Position Description shall be established by the County Administrator and approved by the Board of Supervisors for all permanent/full-time and permanent/part-time Administrative Division positions. Generally, Position Descriptions shall contain a statement as to the *General Description of Responsibilities, Examples of Work*, and *Qualifications* for the position.

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, nor shall the *Qualifications* set forth for a position be considered absolutely essential or required in all instances with respect to filling vacancies in a position. The Board of Supervisors and the County Administrator reserves the right to fill vacancies in positions by hiring persons appearing the best suited for such positions, all factors being considered, regardless of whether that person meets all stated *Qualifications* within a Position Description.

PERMITS TECHNICIAN

General Description of Responsibilities:

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

Examples of Work:

1. Receive the public, providing 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.

2. Assure policies and procedures are followed in the receipt, routing and processing of permit applications.

3. Assist in the scheduling of requests for field inspections and maintain an inspection activity log.

4. Assist in coordinating the permitting process with department staff.

5. Ability to work independently and proficiently on a variety of assignments on a regular and recurring basis.

6. A high level of time management skills, as the position dictates interruptions on a frequent basis.

7. Clearly and concisely communicates information, procedures and/or policies to the general public and co-workers.

8. Provide services to the public and other County employees in an accurate, timely and courteous manner. Direct customer complaints to the appropriate department when needed.

9. Collect money for permitting fees, write receipts and prepare deposits according to Department policies and procedures.

10. Perform other duties as required.

Employees Directly Supervised:

N/A

Qualifications:

Education and Experience:

Education equivalent to graduation from an accredited college or university with an associate degree in secretarial/office management, bookkeeping, accounting, business or related fields. Two (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.

Knowledge, Skills, and Abilities:

General knowledge of standard office practices, procedures, equipment, and office management techniques. Ability to establish and maintain effective working relationships with employees and the public. Ability to work cooperatively as a member of a service oriented team. Knowledge of computers and data processing systems. Skill in communicating and presenting a positive, professional image of County services. Ability to use sound judgment in making decisions independently in accordance with established policies, procedures and regulations. Ability to work under pressure, Ability to speak, read, and write the English language. Ability to effectively communicate both orally and in writing. Attend training seminars for basic building code understanding and permit technician certification within two years of employment.

Pre-Employment Skills Testing Requirements:

Computer skills testing.

Position Description First Approved and Adopted: January, 1996
Latest Revision: June, 2010

Position Class:	Assistant/Operator/Technician	**Status:**	Permanent/full-time
FSLA Status:	Non-exempt	**Initial Starting Salary Range:**	$23,000 - $25,500