

GILA COUNTY HUMAN RESOURCES

JOB ANNOUNCEMENT

1400 E. ASH STREET, GLOBE, AZ 85501



POSTED: JUNE 17, 2014
CLOSING DATE: JUNE 30, 2014

DEPARTMENT: Community Development

POSITION: Permit Technician

LOCATION: Globe

JOB CODE: 14-042

ANNUAL SALARY: \$24,032.00-\$27,000.00 DOE

PURPOSE OF THE JOB

A Permit Technician performs a variety of administrative functions, assists customers and staff within the five departments of the Community Development Division which includes Building Safety, Code Enforcement, Floodplain, Planning/Zoning and Wastewater.

SUPERVISORY RESPONSIBILITIES

This position does not supervise other employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES	TIME SPENT
<ul style="list-style-type: none">• Provide customer service to the public, contractors and developers in responding to requests for information, answering questions on permit requirements and associated fees; explains policies, procedures, codes, standards and enforcement; provides assistance to the public within the scope of authority and training; assists the public with preparation of applications for accuracy and completeness for the five departments within the division.	20%
<ul style="list-style-type: none">• Reviews incoming plans and permit requests for completeness and compliance to regulations; inspects, reviews and processes documents according to division policies and procedures; accepts or rejects applications; approves and issues permits for the departments. Forwards applications and supporting documentation to appropriate staff for review and comment; provides technical information to staff as authorized and alerts staff to potential problems and issues.	20%
<ul style="list-style-type: none">• Creates customer parcel and permit files; enters application data as well as other information into the computer and manual filing systems; compiles and maintains accurate and detailed records; maintains and updates computer files regarding permits and project submittals. Researches and maintains permit and inspection records, plans and maps; maintains corresponding filing systems and computerized data bases.	20%
<ul style="list-style-type: none">• Schedules inspections based on geographic location, time constraints and workload. Compiles information for inspectors.	15%
<ul style="list-style-type: none">• Receives and processes monies for all departments; may be required to prepare weekly deposits; may be required to prepare and distribute regular reports detailing activities and financial status for assigned areas.	10%
<ul style="list-style-type: none">• Performs a variety of general office duties including answering incoming telephone calls, corresponding by e-mail and letters, picking up and delivering mail to the post office and distributing mail to staff; ordering office supplies; general office work and may process time reporting for the division as assigned.	15%
<ul style="list-style-type: none">• Performs other duties as assigned.	

BUDGET RESPONSIBILITIES

This position does not have responsibilities over budget.

PROJECT RESPONSIBILITIES

This position does not have project responsibilities.

ORAL COMMUNICATION DUTIES

This position explains County procedures; and responds to public inquiries.

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WRITTEN COMMUNICATION DUTIES

This position creates or edits documents; emails; and reports on a monthly basis.

INTERACTIONS WITH THE GENERAL PUBLIC

Interacts regularly with the general public, external contacts such as vendors, bankers, attorneys or other professionals, and other institutions, over the telephone, by email, and/or in person.

INTERACTIONS SPECIFICALLY WITH CUSTOMERS

Continuously (More than 70% but less than 85% of the year)

MINIMUM EDUCATION REQUIRED

High School Diploma or GED

MINIMUM YEARS OF DIRECTLY RELATED EXPERIENCE REQUIRED

One (1) year directly related experience; or equivalent combination of education, training and experience.

PROFESSIONAL CREDENTIALS REQUIRED

International Code Council Permit Technician Certification is required. Within the first eighteen months of employment, an International Code Council Permit Technician Certification must be obtained.

KNOWLEDGE REQUIRED

Clerical, customer and personal service, database management, banking, cash handling processes and procedures, mathematics, standard office applications, geography of Gila County, Community Development Department activities and operations, regulations governing building and zoning activities and related reports and documentation.

SKILLS REQUIRED

Active learning, reading, customer service, problem solving, multi-tasking, typing and data entry, customer service, active listening, problems recognition, problem solving, multi-tasking, effectively communicating in written and verbal forms, writing and completing accurate reports, establish and maintain cooperative working relationships with co-workers and public.

ABILITIES REQUIRED

Read and write at minimum high school level, express self through written words and orally, speak clearly and sensibly, maintain auditory attention, maintain hand, eye, coordination, recognize problems, solve problems by deductive reasoning, follow orders, maintain calm demeanor in stressful situation, maintain oratory ability under stressful situation, react in a calm and timely manner, stay focused, make sense of multiple data, memorize and recall, perform mathematical operations, find directions and current locations.

PHYSICAL DEMANDS

- Sitting for extended periods of time to write documents, records, data entry, operate computers, calculators, or other office tools,
- Standing for extended periods of time to attend to customers
- Continuous use of computers and standard office equipment
- Lifting and carrying work related material, office supplies and equipment a maximum of 25 pounds
- Dexterity, hand/eye coordination for keyboards, mouse, calculators, special machines and equipment

WORK ENVIRONMENT

This position constantly spends time in office environment and lobby customer service/reception area.

SAFETY RISK EXPOSURE

Incumbents in this position are generally not exposed to safety risk. Occasionally, may become exposed to telephone verbal abuse by customers, patients, or citizens and to individuals with high level of emotional distress.

PROTECTIVE GEAR & SAFETY MANUALS

This position is required to constantly follow written safety procedures and manuals relevant to the division or department.

CONSEQUENCES OF ERROR

Potential errors can result in unfavorable public perceptions and legal ramifications.

NOTICE: APPLICANTS MAY BE REQUIRED TO FURNISH, AT THEIR OWN EXPENSE, DOCUMENTARY PROOF OF EDUCATIONS, CERTIFICATION, REGISTRATION, LICENSE OR ANY OTHER PROOF OF COMPETENCY AS REQUIRED IN THE OFFICIAL CLASSIFICATION DESCRIPTION OR ANNOUNCEMENT AND MAY BE REQUIRED TO UNDERGO PHYSICAL, PSYCHOLOGICAL AND/OR BACKGROUND INVESTIGATIONS AS A CONTINUING CONDITION OF EMPLOYMENT. FURTHER, APPLICANTS FOR POSITIONS REQUIRING OPERATION OF A COUNTY OR PERSONAL VEHICLE ON OFFICIAL BUSINESS MUST POSSESS AND MAINTAIN COUNTY OR PERSONAL VEHICLE OPERATORS LICENSE. GILA COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY, AND FAMILIAL STATUS IN EMPLOYMENT OR THE PROVISIONS OF SERVICE. AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.