



PERMIT COUNTER REPRESENTATIVE

Occupational Code: 2170

Salary Range: 17A

Status: Classified

FLSA: Non-exempt

Established: 01/02

Revised:

NATURE OF WORK:

Varied, advanced level clerical work, involving a high level of discretion to determine and calculate fees, enter data and conduct research.

Work involves varied and complex work methods and problem solving skills, requiring the exercise of judgment, based upon knowledge gained through experience. While the more complex phases of the work are learned, new employees of this class may work under close supervision. After the initial period of training, work accuracy and results may be checked occasionally or as needed. Employees will receive detailed instructions on new work assignments and as changes take place in the construction industry. Advice is usually available when handling and resolving difficult, important or non-routine matters.

ESSENTIAL FUNCTIONS: (The examples of work listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment for the position. Examples of work performed are not to be used for allocation purposes.)

Answers permit related questions, directs customers to other divisions within the Department of Building and/or other City Departments, depending on their business necessity.

Performs data entry.

Checks tables and records for accuracy of computations and follows up on discrepancies in person.

Analyses the description of the job, scope of work and selects appropriate job codes.

Reviews all documents for completeness.

Notarizes all documents relating to permitting processes.

Analyses job codes while performing data entry.

Calculates various units of measurements in relation to job, such as roofing area (sq. feet), Air Conditioning tonnage and other jobs as needed.

Assists callers via telephone and monitors message center; returns calls and distributes messages as needed.

Files correspondence and cards.

Prepares receipts for payments.

Performs other related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS: (The knowledge, abilities and skills identified in this class specification represent those needed to perform the duties of the class. Additional knowledge, abilities and skills may be applicable for individual positions in the employing departments.)

Some knowledge of customer service principles.

Considerable knowledge of business English, spelling and commercial arithmetic.

Knowledge of modern office methods and procedures.

Ability to exercise initiative in an effort to resolve and follow-up on problems; handles several tasks simultaneously.

Ability to understand and follow verbal and written instructions.

Ability to make arithmetic computations accurately and operate various office equipment, such as, calculators, microcomputer, copy machines and other office equipment.

Ability to interact positively and tactfully with irate citizens and the general public, in a tactful and courteous manner either in person or by telephone.

Ability to read, understand and interpret billing and customer service reports and related materials.

Ability to maintain effective working relationships with fellow employees, the public and representatives of other agencies, often under complex and stressful situations.

Ability to make minor decisions in accordance with building codes, laws, ordinances and regulations; and to apply departmental policies to everyday work procedures.

REQUIRMENTS:

Graduation from high school and considerable (2 – 4 years) experience involving public contact in a customer service environment, preferably with a governmental agency.

OR

Equivalent combination of training and experience beyond a high school diploma.

Special Necessary Requirements

Notary Public certification must be obtained within six (6) months from date of appointment.

TOOLS AND EQUIPMENT:

Personal computer; typewriter, microfilm reader printer, calculator, fax machine; copier, multiple telephone lines with voice messaging technology and other general office equipment, microfilm reader printer.

PHYSICAL DEMANDS: (The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

This is mostly sedentary work in an office setting. While performing the duties of this job, the employee is frequently required to stand, sit walk, stoop, hear, talk, reach above and below shoulders; use hand and finger dexterity, keyboarding. The employee may be required occasionally to lift and move up to 50 lbs. of plans and/or boxes of records.

WORK ENVIRONMENT: (The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

The noise level in the work environment is loud during peak periods. Work is stressful when working under stringent time constraints.