

Title: Permit Technician Supervisor
Department: Planning Services
Division/Office: Inspection & Enforcement section



Grade 2118; Hourly position; Category: Classified; Job Code: PTN3; Rev.:07/01/2022

General Description

The purpose of this position is to supervise the efficient and effective operation of the Permit Service Center ensuring high employee performance, customer service and support to other departments.

This position works independently, under limited supervision, reporting major activities through periodic meetings.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions as necessary.

- Coordinates, assigns and reviews work and establishes work schedules; maintains standards; monitors status of work in progress; inspects completed work assignments; answers questions; gives advice and direction as needed.
- Instructs and trains personnel on proper permitting procedures.
- Assists the general public, contractors and others on procedures needed to obtain building permits.
- Processes commercial and residential building permit applications; reviews applications for accuracy/completeness; enters information into database; receives/reviews site plans, building plans and drawings, zoning maps plat maps, and resolutions for processing of application; and forwards completed applications to appropriate personnel for approval or approves as appropriate.
- Issues permits for approved building permit applications; verifies state/local licenses when applicable; ensures paperwork is complete and filed; ensures information is entered into database; verifies compliance with applicable codes/regulations; and issues administrative use permits, commercial advertising sign permits, certificates of occupancy, and other use permits based on the outcome of review.
- Receives money in payment of permit fees; calculates permit fees; records transactions, issues receipts, and forwards revenues as appropriate; prepares/updates daily administrative report of base fees; reports daily count of permits issued each day and payments collected; processes requests for permit fee refunds; recommends approval or denial of refund requests; and submits reports to appropriate department/individual.
- Schedules inspections, record inspection results, and issue certificate of occupancy.
- Performs related work as required.

Minimum Education and Experience Requirements

Requires High School graduation or GED equivalent supplemented by four (4) years of permit processing, general office work, customer service, or a related field or any equivalent combination of education, training, and experience.

Additional Requirements:

Thorough knowledge of building principles, practices, the zoning ordinance, building codes, construction plans and drafting; strong supervisory skills; the ability to deal with public and

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contractors in a courteous manner; ability to establish and maintain effective working relationships with coworkers, supervisors, representatives from other agencies, and the public; ability to express oneself clearly and concisely, orally and in writing; working knowledge of personal computers and pertinent applications; regular and timely attendance; performance of duties in a safe manner.

Must pass testing for substance abuse and criminal background investigation. Must maintain a positive work environment by acting and communicating in a manner that promotes harmonious relations with customers, co-workers, and supervisors. Direct deposit of pay required.

Americans with Disabilities Act Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; mental acuity is required to make rational decisions through sound logic and deductive processes; physical attendance at work site is required to perform manual tasks, provide immediate service to onsite customers, and supervise or interact with work group; visual acuity is required for preparing and analyzing written or computer data, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Special Certifications and License Requirements:

- Must possess and maintain a valid state driver's license with an acceptable driving history.
- Must possess and retain ICC Certification Program module: Permit Technician.

Notices:

Kent County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management. This is an employment at-will position.

Employee Acknowledgement