



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 890.1

Job Title: **PERMIT TECHNICIAN AIDE**

Pay Grade: 13

GENERAL SUMMARY:

Under direct supervision, performs technical and paraprofessional work involved in the acceptance, review and dissemination of a wide variety of permit applications and building plans from the public. Provides routine permit-related information to the public on building permit requirements, codes and inspection procedures.

RESPONSIBILITIES:

- Receives and reviews permit applications and building plan documentation to ensure all required materials are included for the plan review process.
- Provides routine information to the public via phone calls and emails regarding the requirements for obtaining and processing a variety of permits.
- Assists the public in the completion of forms and applications as needed.
- Researches and communicates the status of permits to applicants.
- Records, logs, compiles and maintains various permit related files, data, documents, plans and reports.
- Assists with Plans Library operations.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or a GED.

EXPERIENCE:

Six months of customer service or general clerical/administrative experience are required.

COMPLEXITY:

Work consists of fairly standard procedures and tasks where basic analytic ability is required, as in the comparison of numbers and simple facts in selecting the correct action.

SPECIFICATIONS (continued):

IMPACT OF ACTIONS:

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under close to moderate supervision of routine duties to ensure completion of tasks. The supervisor is generally close by to answer questions.

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with the clerical and technical staffs. Interaction involves routine information exchange and/or simple service activity requiring common courtesies; e.g., answering questions, giving directions in response to simple requests.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There are no major sources of discomfort; i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:

All duties and responsibilities may not be listed in the above job description. Performs related work as required.

CAREER LADDER:

Permit Technician Aide
Permit Technician
Permit Specialist
Permit Supervisor

Effective: May 2020