



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 890.3

Job Title: **PERMIT SPECIALIST**

Pay Grade: 16

### **GENERAL SUMMARY:**

Performs professional administrative support and leads Permit Technician Aides and Permit Technicians in the acceptance, review and dissemination of a wide variety of building permit application and documents.

### **RESPONSIBILITIES:**

- Receives, reviews and evaluates permit applications, construction plans and supporting documentation for completeness, accuracy and conformance with building codes and other applicable requirements.
- Pre-screens plans for accuracy, contacts customer for any needed documents/information, performs final review of application and related documents, and routes commercial and residential plans for review and inspection.
- Processes plans in and out of the system, performs setup revisions and reviews deferred submittals.
- Answers questions from customers on the progress of permits at all stages and advises applicants of information and submittals needed at locations to have requirements checked.
- Provides guidance to Permit Technician Aides and Permit Technicians; may schedule and review work to ensure effective and efficient processing of applications.
- Recognizes and resolves permit system issues, and submit Service Now Tickets as needed.
- Creates and prepares various administrative documents and statistical/performance reports.
- Determines and calculates various permit and plan fees.
- Understands the functions of all sections requiring permits, such as Water, Planning, Flood, Storm HAS, Traffic, Fire, Sprinklers, Haz-Mat, Electrical, Plumbing, Mechanical, Health-Food and Health-Pool. Understands general construction principles and practices.
- May educate public on permit application process at community and outreach programs.
- Performs other related duties as requested.

## **SPECIFICATIONS:**

### **KNOWLEDGE:**

Requires a high school diploma or a GED.

Preferences: Proficiency in the following systems: iPermits, PDox and ILMS. Knowledge of how to research using GIMS, HCAD and HAS.

### **EXPERIENCE:**

Three years of experience as a Permit Technician/Permit Technician Aide, with at least one year as a Permit Technician, are required.

An Associate's degree in a related field may substitute for two years of the experience requirement. A Bachelor's degree in a related field may substitute for the education and experience requirements.

### **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.

### **IMPACT OF ACTIONS:**

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

May function in a lead capacity or serve as a shift leader of Permit Technician Aides and Permit Technicians.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

#### **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 included in the above job description.

**JOB FAMILY:**

- Permit Technician Aide
- Permit Technician
- Permit Specialist
- Permit Supervisor

*Effective: May 2020*