



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 890.2

Job Title: **PERMIT TECHNICIAN**

Pay Grade: 15

GENERAL SUMMARY:

Under general supervision, performs a variety of paraprofessional support involved in the acceptance, review, and dissemination of a wide variety of building permit applications and documents. Provides information to customers on building permit requirements, plan review process, codes, ordinances and inspection procedures.

RESPONSIBILITIES:

- Processes and reviews various building permit applications ensuring all required documents are included in compliance with applicable regulations. Verifies contractors' business license and insurance coverage.
- Submits completed permit applications and plans for plan review and inspection.
- Records, logs, compiles and maintains various permit related files, data, documents, plans and reports.
- Understands the functions of all sections of Building Code Enforcement and responds to customer questions on procedure, application requirements and status of permit application.
- Recognizes permit system issues and submits Service Now Tickets and/or facilitates remedies.
- Prepares and processes administrative documents requiring knowledge of the department's operations, policies, procedures, codes, regulations and ordinances.
- Determines and calculates various permit and plan fees.
- Performs other duties as required.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or a GED.

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

EXPERIENCE:

Two years of experience as a Permit Technician Aide or in customer service are required.

An Associate degree may be substituted for the experience requirement.

SPECIFICATIONS: (continued)

COMPLEXITY:

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and procedures.

IMPACT OF ACTIONS:

Errors in work lead to minor inconvenience and incur some 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:

No direct report employees.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

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

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