



Job Announcement for the position of
Permit Technician
Building Division
City of McMinnville

Salary: \$44,928 - \$57,384 per year, depending on qualifications
Job Type: Full-time, non-exempt
Closing Date: Open until filled. Apply by 9/20/2019 for best consideration
Location: Community Development Center
(231 NE 5th St., McMinnville OR 97128)
Application: **City of McMinnville job application, and cover letter.** In your cover letter, please describe your experience related to customer service, office work relevant to construction or permitting, and working as part of a diverse team.

Definition:

The City of McMinnville's Building Department seeks a Permit Technician to perform a variety of customer service, technical, and administrative duties related to the City's Community Development Center counter in support of our Building Division, Planning Department, and Engineering Department. The Permit Technician provides technical information and assistance to developers, contractors, homeowners, and member of the general public. The Permit Technician also issues building permits, collects fees, conducts research, and monitors the building permit and land use application process.

Ideal Candidate:

We are looking for someone with exceptional customer service skills and a passion for solving problems and serving others. The Permit Technician will interface frequently with individuals outside the City and with internal customers from other departments. In addition to excelling in customer service, a successful candidate will have strong written and verbal communication skills. This position is ideal for someone interested in local government who is looking to gain experience in a city planning/building department. While experience with building codes, construction, and architectural/engineering support is desired, the Building Division is willing to provide training and education in those areas. Above all, we're looking for someone with a positive attitude, strong customer service skills, and a willingness to learn.

Supervision Received and Exercised:

This position is part of a small team that does its best work when collaborating, self-managing, and resolving issues as they arise. Team members receive general supervision from higher level management staff who assign duties and review work. The Permit Technician may also receive work assignments from other department staff and team members. The Permit Technician is not responsible for supervising others.

Duties and Responsibilities:

- Receives, reviews and processes applications for all types of building permits and land use applications to ensure accuracy and completeness; routes applications and permits to appropriate review staff. Issues permits and receipts. Performs a variety of clerical tasks.

- Provides information regarding the land use application and building permitting processes and technical information regarding land use, zoning, building and other municipal codes. Answers questions at the counter or on the phone. Monitors and maintains an adequate supply of informational materials.
- Monitors the permit and land use application processes by routing and tracking applications and plans through the review process. Ensures timely processing of application requests. Maintains records, prepares statistical monthly, quarterly and annual permit activity and fiscal reports.
- Calculating, cashiering, and processing fees. Creates associated reports and with the Finance department.
- Provides office support to field staff.
- Researches and provides property, zoning, utility, and other City infrastructure information; provides and interprets information from maps, plat notations, easements, and recorded information.
- Analyzes permitting system; develops, recommends, and implements approved permit system changes to make the processes more efficient and effective. Coordinates and makes updates to the City's permitting software to reflect changes in fee schedules and permits; trains others on the use of the software.
- Prepares, maintains, and stores records, files, and logs related to building permits and land use applications. Prepares documents and plans for archiving; coordinates department archival storage and record management processes.
- Maintains and monitors the City's addressing system for both new and existing properties and buildings; assigns and/or changes addresses. Distributes address information to other agencies, companies and individuals.

Knowledge, Skills, and Abilities:

Knowledge of:

- Customer service;
- General office procedures;
- Codes, regulations, and laws governing building and land use (desirable;)
- Building construction principals, procedures and terminology (desirable;)
- Code applications used in processing land use, plan review, permit, and inspection documents (desirable;)
- Basic math and business English;
- Public relations techniques to work effectively with customers in person or by telephone;
- Receipt and accounting of cash transactions; and
- Record keeping and bookkeeping systems.

Skills in:

- Establishing and maintaining effective working relationships with individuals with diverse backgrounds.
- Use of office equipment such as personal computers, calculators, and copiers;

- Word processing, spreadsheet, database, and permit applications;
- Composing, drafting and editing business correspondence and reports;
- Organizing assigned work and prioritizing tasks to meet assigned deadlines;
- Communicating effectively and professionally with others; and
- Reading and interpreting policies, procedures and regulations.

Ability to:

- Deliver exceptional customer service;
- Maintain accurate records;
- Read and understand complicated plans and blueprints (desirable;)
- Become proficient in plan review, permits, and inspection software;
- Establish and maintain effective working relationships with team and others;
- Demonstrate sound judgment;
- Manage interruptions and changing priorities;
- Manage difficult or emotional customer situations;
- Process technical transactions quickly and accurately; and
- Work in a safe manner.

Education and Experience:

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills, and abilities required to perform the job will be qualifying. A typical way to qualify would be a high school diploma (or GED) and three years of customer service experience. Experience with building codes, construction, or architectural/engineering support service is desirable but not required.

Special Requirements and Licenses:

- None required.

Physical Demands and Working Conditions:

Work is performed primarily in an office environment and a small amount of time outside the office is required for attendance at meetings and seminars. Normal work hours are from 8:00 a.m. to 5:00 p.m., but this schedule is subject to change.

The physical demands 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.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand and walk. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Compensation and Benefits:

The salary range for the Permit Technician is \$44,928 - \$57,384 per year per year, depending upon qualifications. Typically, selected candidates start at the beginning of the salary range.

The City's benefits package includes but is not limited to:

The City of McMinnville provides a generous benefits package that includes:

- Medical, dental, and vision insurance.
- City-paid life insurance.
- City-paid long-term disability insurance.
- Sick leave earned at the rate of eight hours per month.
- Vacation credit earned at the rate of 6.67 hours per month up to a maximum of 320 hours, with increases in accrual rates at 3, 5, 10, 15, and 21 years.
- Paid holidays and floating holidays.
- Full, City-paid participation in the Public Employees Retirement System (Tier I, Tier II, OPSRP).
- Opportunities for on-going professional development.
- Options to participate 457(b) deferred compensation plan and Roth IRA.

The Application Process:

City of McMinnville job application, and cover letter. In your cover letter, please describe your experience related to customer service, office work relevant to construction or permitting, and working as part of a diverse team.

Submit application materials via email. Application materials are available online at www.mcminnvilleoregon.gov/jobs

Please email your application materials to hr@mcminnvilleoregon.gov. Call (503) 434-7405 with questions regarding this recruitment.

Tentative Selection Schedule:

The position is considered open until filled. The City of McMinnville will review the applications and begin conducting interviews after September 20, 2019. If needed, and due to a lack of qualified applicants, the City will extend the recruitment.

The City of McMinnville is an equal opportunity employer. Applicants with disabilities who need a reasonable accommodation (e.g., assistive listening devices) to participate in the recruitment and/or selection process should contact Kylie Bayer, HR Manager (see the phone number and e-mail address listed above). This is not an implied contract and may be modified without notice.