



**JOB TITLE: PERMIT TECHNICIAN**

**DEPARTMENT: ENGINEERING**

**JOB CLASS NUMBER: 3101**

**DIVISION: INSPECTIONS & PERMITTING**

**REVISION DATE: February 16, 2024**

*C. Morgan McCallister*  
Acceptance Department Head

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**DEFINITION/DISTINGUISHING CHARACTERISTICS OF JOB:**

*Under the direction of the Planning & Zoning Director, the Permit Technician serves as the first point of public contact for the Inspections & Permitting Division in the Engineering Department.*

**EXAMPLES OF DUTIES:**

- *Receives telephone inquiries from the general public and business community, ascertains the nature of the call, and resolves personally. If unable to resolve it personally, must identify the correct party responsible for resolving the issue, and then ensure that the party bringing forth the inquiry is connected accordingly.*
- *Maintains open communication with various departments, management, utility and private companies, property appraisers, emergency services, and the general public to disseminate information.*
- *Receives payments (as required), evaluates and processes private and commercial customer service requests through friendly, professional customer service skills, ascertains the customer's needs, and provides appropriate assistance and information.*
- *Collaborates with customers and inspectors to schedule inspections, document project status, and issue the appropriate documentation with compliance to established building codes and regulations (i.e. permits, Certificates of Occupancy, etc.).*
- *Contacts customers when plan reviews are complete, and issues permit when all criteria satisfy permitting requirements.*
- *Updates and maintains contractor registration files for current state/local licensing and insurance requirements; generates insurance expiration notices.*
- *Provides the public and departmental requests with resources and interpretation of the various codes for which the division is responsible for enforcing, researching, and reviewing complaints.*
- *Performs both routine and non-routine administrative duties, as dictated by the nature of the task (i.e. data entry, records maintenance, filing, necessary calculations, generate reports).*

**TRAINING AND EXPERIENCE:**

- *Associate Degree (Business, Accounting, Customer Service).*
- *Supplemented by two (2) years responsible administrative/customer service experience, or an equivalent combination of education, training, and experience.*

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- *Ability to understand and follow written and oral instructions.*
- *Ability to perform routine administrative support functions (i.e. bookkeeping, data entry, typing, reports processing, etc.).*
- *Ability to learn all functions relevant to building construction permit processing and approval of permits (i.e. plan review, licensing, permitting, inspections, etc.).*
- *Ability to compose routine correspondence, summaries, and reports, clearly and concisely.*
- *Ability to read, update, and maintain various records and files.*
- *Ability to perform routine mathematical computations and tabulations accurately and efficiently.*
- *Skill in the principles and techniques of customer service skills; ability to act as a liaison.*
- *Ability to access, operate, and maintain various software applications including My Government Online (MGO).*
- *Ability to operate essential office equipment (i.e. computer terminals, printers, copy machines, telephone systems, facsimile machines).*
- *Ability to establish and maintain effective working relations with departmental personnel, Inspectors, and the general public.*

**LICENSES AND CERTIFICATES:**

- *A valid State of Louisiana Driver's License and an acceptable driving record is required.*

**INTERNAL POSTING PERIOD:** 5/9 - 5/23/2024

*Position posting goes public after 10<sup>th</sup> day.*