JOB POSTING MEMO

TO: ALL CITY OF MONROE DEPARTMENTS
FROM: Ellen Hill, Planning and Urban Development Director
DATE: March 23, 2021
SUBJECT: JOB OPENING—Permit Technician (Inspections Division)

A job opening exists in the Planning and Urban Development Department for an Administrative Clerk. If this job post is not filled by a current qualified City of Monroe employee within ten (10) working days of this notification, it will be opened to the public on 4/7/2021.

Notice to Internal Applicants: All City work records and attendance records will be researched. A current Application for Employment must be completed and submitted to Human Resources.

DISTINGUISHING CHARACTERISTICS OF JOB:
The Permit Technician serves as the first point of contact for the Building Inspections Division in the Planning and Urban Development Department. Responsibilities include the administrative and frontline building permitting, construction inspection, and related activities, including maintaining all required contractor licensing information. Permit Tech coordinates Certificate of Occupancy inspections, provide building official with inspection and plan review requests, schedules inspections with outside inspection services when necessary, answers process and procedure questions for the permit and inspection process. Tech also contacts customers when plan reviews are complete, and issues permit when all criteria satisfy permitting requirements. Performs other essential duties supporting departmental objectives to ensure the safety, health, and general welfare of the general public and business community. Other duties assigned as deemed necessary by the Department Director.

FLSA DESIGNATION: Fulltime

ESSENTIAL JOB DUTIES

- 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 construction, and project status, and issue the appropriate documentation with compliance to established building codes and regulations.
- Coordinates commercial and private inspections and notifies appropriate work units; collaborates with building and code enforcement on permitting issues.
- Performs data entry tasks and issues the appropriate documentation with compliance to established building codes and regulations; authorizes and documents permits.
- Performs both routine and non-routine administrative duties, as dictated by the nature of the task, e.g., data entry, records maintenance, filing, necessary calculations, generate reports.
- Receives telephone inquiries from the general public and business community, ascertains the nature of the call, and resolves personally or directs it to the appropriate individual or department.
- Updates and maintains contractor registration files for current state and 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, researches, and reviews complaints.
- Maintains open communication with various departments, management, utility and private companies, Property Appraisers, emergency services, and the general public to disseminate information.
- Performs related duties as directed.
MINIMUM 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.

LICENSES, CERTIFICATIONS OR REGISTRATIONS
Must possess and maintain a valid Louisiana Driver's License. Earn ICC Permit Tech certification with 9 months of hire date.

KNOWLEDGE, SKILLS, AND ABILITIES
- Ability to understand and follow written and oral instructions.
- Ability to perform routine administrative support functions, e.g., bookkeeping, data entry, typing, reports processing.
- Ability to learn all functions relevant to building construction permit processing and approval of permits, e.g., plans review, licensing, permitting, and inspections.
- 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.
- Ability to operate essential office equipment e.g., 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.

PHYSICAL REQUIREMENTS
- While performing the essential functions of this job, the employee is required to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of lightweight (5-10 pounds). Tasks may involve extended periods at a keyboard or workstation.

Americans with Disability Specifications: The physical demands described here are an indication of what must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job duties/functions.