Job Description

Job Title:	Building Permit Technician	Classification:	Classified
Department:	Planning, Development and Neighborhood Services	Grade:	N3
Occupational Group:	Administrative Support	FLSA:	Non-Exempt
Status:	Full-Time	Supervisory:	No

Primary Purpose

Under general supervision; performs routine and specialized building permit support tasks for the Planning and Development operations within the Department.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Answers phone calls and in-person requests from the public and City staff; provides appropriate information or researches requests and follow-up with the caller in a timely manner. Refers callers needing information outside their scope or knowledge to the appropriate staff member for resolution.
2. Receives, reviews and processes a variety of land-use and building permit requests and applications. Assists the public and administrative assistants in the completion of appropriate forms and documents.
3. Issues building permits following verification of required reviews, approvals and compliance. Issues certificates of occupancy for residential and commercial buildings.
4. Ensures the collection of appropriate permit fees.
5. Prepares professional written correspondence. Processes documents, forms and permits for departmental use.
6. Processes payment requests for payment to outside entities or reimbursement for employees.
7. Assists with budget; monitors budget expenditures, assists in budget document preparation, and financial report compilation.
8. Collects and processes payroll timesheets; distributes payroll checks.
9. Prepares and processes purchase orders, invoices, and payments.
10. Maintains records and filing systems containing specialized or confidential information and materials in compliance with the State and City record retention requirements.
11. Identify areas for process improvement and makes recommendations to the Chief Building Official for review.

Other Duties

- Attends and participates effectively at departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: Basic bookkeeping procedures; City's money handling policies; general office management principles and practices; basic record keeping procedures; GIS Software and Microsoft Office Suite.

Skill in: Establishing and maintaining effective working relationships with contractors, consultants, City staff, and the public; operating standard office equipment/machines including computers, FAX machines, copiers, calculators, and telephones; operating a keyboard to type correspondence and/or enter information into various computerized databases; preparing variety of records, reports, and correspondence using appropriate format; maintaining filing/records systems; providing customer service to staff and the public; Microsoft Office Suite.

Education: High school diploma or GED equivalent required. Advanced coursework in Office Management, Office Practices, or closely related discipline is preferred and may be substituted for one year of required experience.

Experience: Two years of administrative support or related work experience required.

Licenses and Certifications: Possess and maintain a valid state issued driver's license.

Physical Demands Requirements and Working Conditions

This is primarily an office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in-person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin.

Revision Date: 11/01/2024	Type of Change: New position
Revision details:	