

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Permitting Services Representative</u>
Sch.& Grade	<u>PAT-6</u>
Class Code	<u>CO10</u>
FLSA Status	<u>Non-Exempt</u>
Bargain Unit Elig.	<u>AFSCME</u>
Occupational Group	<u>Code Enforce & Inspection.</u>

PRIMARY PURPOSE:

Performs responsible permit issuance in the Building Development Services Department; performs clerical office duties.

SUPERVISION:

Under direct supervision.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Responds to telephone and in-person inquiries regarding permit issuance and related permit information, including answering building and zoning questions regarding one- and two-family residential construction.
2. Reads and interprets one- and two-family residential site plans, as well as zoning ordinances, in order to provide accurate information and instructions to permit customers.
3. Examines and approves site plans for one- and two-family residential structures.
4. Accepts, reviews, and processes permit applications; verifies street addresses as required.
5. Makes on-site inspections for site plan verification.
6. Takes inspection requests and compiles routing for inspectors.
7. Assists applicants with permit applications.
8. Prepares and maintains correspondence, forms, reports, and records regarding permit issuance and other related building development issues.
9. Identifies and selects appropriate guidelines and/or policies when making decisions that have a significant impact on such things as the operation of programs and/or the welfare of the general public.
10. Handles financial transactions, including processing payments for services, issues receipts, etc.

IMPORTANT FUNCTIONS:

1. Performs math calculations necessary for financial and permit fee information.
2. Sorts, cross-indexes, and files correspondence, reports, and other information according to alphabetical or other acceptable organizational methods.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Construction standards, practices, and procedures regarding one- and two-family residential dwellings; modern office practices; computer software applications.

Abilities

Read, understand, interpret, and explain a variety of information such as City ordinances, permit applications, and site plans; make sound decisions within established guidelines and procedures; operate a computer and utilize appropriate software; accurately operate a calculator; handle a large volume of public contact, including difficult situations, in a pleasant and efficient manner; follow oral and written instructions; maintain appropriate level of confidentiality for both written and verbal information; accurately prepare and maintain records and reports; communicate effectively both verbally and in writing; deal effectively and courteously with associates, contractors, architects, engineers, business owners, and the general public; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of a team in carrying out the City’s stated mission and philosophy; present an overall professional image; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Four years of responsible office experience with at least two years as an Administrative Assistant in the Building Development Services Department. In addition, must successfully apply certification knowledge and successfully perform duties equivalent to a Permitting Services Representative position for six months.

Physical Requirements

Performs bending, sorting, and reaching to both ground level and overhead as required for such tasks as retrieving files; lifts and carries up to 10 pounds; pushes and pulls up to 25 pounds; must be able to hold and grip objects; must be able to operate a computer keyboard and/or mouse; reviews site plans.

Working Environment

Primarily indoors with heating and cooling regulated in a general office environment; may be subject to extreme weather conditions, dust, and pollen when traveling to site plan locations for verification purposes.

Licensing/Certification

Must possess a certificate as a One- and Two-Family Building Inspector from BOCA or equivalent, and pass an in-house zoning exam.

Miscellaneous Requirements

If operating a motor vehicle for the purpose of completing job duties, must possess a valid Missouri Motor Vehicle Operator’s License; if operating a personal vehicle, must possess required insurance (mileage reimbursement is provided).

Last Revision:	February 14, 2012	GENERAL ORDINANCE NO. 4481
Comments:	Updated Abilities	Date: January 9, 1995

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____