

SNOHOMISH COUNTY JOB DESCRIPTION

PERMIT TECHNICIAN, LEAD

Spec No. 3331

BASIC FUNCTION

To perform a variety of tasks in support of a large scale, automated permit application and issuance program. The work includes issuance of various permit types; cashiering; switchboard; preparation and routing of permit review materials; public notice; permit renewal and inspection coordination.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Leads employees and provides oversight to subordinates as required; prioritizes and assigns daily work and trains subordinates as necessary; reviews work in progress and upon completion to ensure accuracy and compliance with instructions and established procedures; handles day-to-day coverage issues.
2. Analyzes and resolves technical problems and questions encountered in the work which subordinate level employees cannot answer; receives, investigates and resolves the customer's questions, problems, and complaints.
3. Develops, recommends and implements procedural changes and systems for use by subordinate level employees in the work unit; may serve as liaison with other departments or divisions; coordinates work flow within the assigned area.
4. Prepares approved permit applications for permit issuance and notifies applicants.
5. Prepares public notice for distribution of all permit types and decisions.
6. Sorts and batches materials for routing to various permit review entities both internal and external.
7. Prepares and processes renewals for permits about to expire.
8. Records, enters data, posts or logs specific information into the database system.
9. Prepares daily inspection materials in support of the inspection staff.
10. Assists customers with and provides information on routine inquiries such as process requirements and procedures.
11. Operates the switchboard and interviews callers to determine the appropriate call routing; provides basic information and routes calls as needed. Provides permit status information.
12. Collects fees, makes change, balances monies received through the cashier station during each work shift.
13. Performs various clerical activities such as copying, typing and filing materials.
14. Files and retrieves documents within an existing filing system.

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STATEMENT OF ESSENTIAL JOB DUTIES (continued)

15. Photocopies, collates and staples materials.
16. Receives, opens, sorts, date stamps and distributes mail addressed to personnel within the department or unit; prepares outgoing mail (sealing, stamping and affixing postage).
17. Compiles and gathers routine data for reports in response to specific requests and/or instructions.
18. Assists in the management and ordering of office supplies.

STATEMENT OF OTHER JOB DUTIES

19. Performs other related duties of a comparable level/type as assigned.

MINIMUM QUALIFICATIONS

Two (2) years of support experience in a construction or land development firm or other related field, including practical experience with automated record-keeping systems and cashiering; AND, three (3) years experience in Planning and Development Services (PDS); OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Must pass all job related tests.

KNOWLEDGE AND ABILITIES

Knowledge of:

- standard office practices and procedures
- basic arithmetic
- computer and internet technology
- departmental practices and procedures

Ability to:

- communicate with the general public and other county employees tactfully and courteously
- work independently with minimal supervision
- assist the public in determining their needs
- read, interpret and categorize data rapidly and accurately
- maintain accurate records and reports

SUPERVISION

Employee receives direction from an administrative superior as assigned.

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WORKING CONDITIONS

The work is performed in the usual office environment or at the permit counter which may involve standing for lengthy periods of time with a high degree of public contact.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: January 2006
EEO Category: 5 – Paraprofessionals
Pay Grade: 238 – Classified Pay Plan
Workers Comp: 5306 Non-Hazardous