CITY OF HUNTSVILLE
JOB DESCRIPTION

Job Title: PT Permit Technician

Reports To: Support Services Supervisor

Department: Community & Economic Development

Date: September 2014

JOB SUMMARY:
The PT Permit Technician issues various permits, processes inspection requests, performs cash collections, specialized clerical and customer service functions in support of the operations of the Permit Center/Call Center.

DUTIES AND RESPONSIBILITIES
The duties described below are indicative of what the Permit Clerk may be asked to perform; other duties may be assigned:

- Answer phones, greet customers and provide customer service assistance involving a variety of city services
- Dispatch personnel to handle citizen concerns and emergencies
- Schedule inspection requests; enters requests into computer; and posts requests to the proper inspector's inspection list.
- Maintain permit files, records of inspections, correspondence, and various certificates of occupancy issued. Maintains computer database of permit logs, updates information, and provide reports as needed.
- Performs office support services including typing of forms, memoranda, correspondence, reports; sorts, logs and maintains records and other documents; learns policies, procedures and work methods associated with assigned duties;
- Collect fees and balance cash drawer
- Mail collection and distribution
- Performs other duties and special projects as assigned.

QUALIFACTION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required at the time or hire or for continuation of employment.

EDUCATION AND/OR EXPERIENCE:

- High School Diploma or equivalent
- A minimum of two (2) years experience in customer service, general word processing/computer skills, and money management
- Knowledge of modern practices and procedures employed in general business.

SKILLS AND ABILITIES:

- Ability to learn and follow City policies and regulations.
- Ability to operate a personal computer, electronic cash register, typewriter, 10-key calculator, facsimile machine, photocopier, postage machine, multi-line telephone system with voice mail, and miscellaneous office equipment and accessories customarily used in an office environment**.**
- Ability to type a minimum of thirty-five words per minute (35 wpm) preferred.
- Possess a good reputation for and ability to maintain confidentiality.
- Ability to organize, prioritize, and perform office work with minimal supervision.

LANGUAGE SKILLS:

- Possess even temperament, good judgment and excellent human relations skills with the ability to communicate effectively with co-workers, management, and the public, some of whom at times may be irate and unreasonable.
- Ability to communicate effectively in both written and verbal form; possessing good skills in punctuation, spelling, and arithmetic.

MATHEMATICAL SKILLS:

- Ability to receipt funds, accurately count money and make correct change.

REASONING SKILLS:

- Ability to organize time and resources.
- Ability to define problems and deal with a variety of situations.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.
- Ability to use good judgment and effectively solve problems.

PHYSICAL WORK ENVIRONMENT: The physical demands and work environment described is representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Environment:

- The duties of this job may include physical activities such as reaching, standing, walking, fingering, grasping, talking, hearing/listening, seeing/observing, and performing repetitive motions.
- Specific vision abilities required by this job include close, distance, and peripheral vision; depth perception, and the ability to adjust focus.

Work Environment:

- This job is performed in an office environment located at the City Service Center.
- The part time permit technician will work Monday through Friday, four (4) hours a day in an approved time frame.
- The work environment may include working under distractions.

Signatures - Review and Comment

I have reviewed this job analysis and its attachments and find it to be a fair description of the demands of this job.

	Signature of Employee	Date
Support Services Supervisor	Signature of Supervisor	Date
Community & Economic Development Director	Signature of Department Head	Date

Comments: _____

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The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change by the City as the needs of the city and requirements of the job change.