



Community Development Permit Technician

Job Title:	Permit Technician
Department:	Community Development
Reports to:	Director of Community Development
Pay Grade/Salary Range:	H – Salary Range: \$3,614.26 to \$4,047.97
Position Type:	Full Time/Non-Exempt

Position Summary

Reporting to the Community Development Director, the employee undertakes technical and administrative responsibilities centered around building permit and sign permit applications and plans. This role involves processing various permits related to building projects, coordinating and documenting building inspections, and engaging with developers, contractors, and the public on permitting and construction matters. Additionally, the position entails delivering exceptional customer service to support the operations of the Community Department, collaborating closely with the department's administrative assistant.

Essential Functions

- Process building permit applications, encompassing receiving, reviewing, and issuing permits, while meticulously managing permit information through data entry and retrieval systems.
- Perform simple plan review and issue over the counter permits.
- Deliver exemplary customer service to the public, addressing inquiries on building and plan reviews, guiding customers through the permitting process, and offering assistance to walk-in visitors with clarity and direction.
- Execute various customer service tasks, such as managing phone calls, greeting visitors, directing queries to appropriate personnel, recording and relaying messages, and addressing routine inquiries while referring complex matters to relevant staff.
- Initiate notifications for lack of occupational licenses or permits upon issuance of stop work orders, coordinating inspections with electrical and gas companies upon city approval.
- Maintain and update records including building permits, residential occupancy inspections, landlord information files, and code violations, while also compiling monthly reports for the "Home Builders Association."

- Process, monitor, and distribute financial transactions received through community development portals, fostering cooperative and professional relationships with colleagues, management, and external stakeholders, handling interactions with discretion and confidentiality.
- Performs related tasks as required.

Knowledge, Skills, and Abilities

- Strong customer service skills.
- Strong interpersonal skills.
- Ability to effectively communicate with the public via telephone, in-person, and electronic means.
- Some knowledge of building permits and city planning processes is preferred but not required.
- Some knowledge of construction and building trades is preferred.
- Knowledge of Microsoft Office Suite with competence in Word, Excel, and Outlook.
- Ability to use modern office equipment.
- Ability to handle multiple tasks and interruptions.
- Ability to establish and maintain effective working relationships with the public, coworkers, and elected officials.
- Ability to maintain composure during complex customer interactions.
- Ability to meticulously manage permitting software.
- Ability to read and interpret blueprints and construction documents.

Qualifications

- High school diploma or equivalent.
- 2 years of experience in an office setting.
- Experience in a construction-related field or Community Development Department is preferred.
- Any equivalent combination of education and experience will be considered.
- ICC Certification related to Permits Technician (ICC exam 14) required or ability to obtain within 18 months from date of employment.
- Missouri Notary or ability to obtain notary within 3 months and maintain ongoing active status.
- Valid driver's license required.

Work Environment

Work is primarily performed in an office environment with a public-facing counter.

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