

**CITY OF COCONUT CREEK  
JOB DESCRIPTION**

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**JOB TITLE:** Permit Technician  
**DEPARTMENT:** Sustainable Development  
**FLSA STATUS:** Non-exempt

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**GENERAL PURPOSE:**

Performs entry-level clerical work in the building division of the Sustainable Development department. Responsible for customer service and the processing of permit applications. Work is performed under minimal supervision with some latitude for the use of initiative and independent judgment.

**EXAMPLES OF ESSENTIAL FUNCTIONS:**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the classification. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Responsible for customer service requests at the front counter; assists with incoming inspection requests called in by contractors; handles high volume of incoming and outgoing phone requests
- Communicates submittal requirements and completes searches in city and county portals
- Assist inspectors with permit and/or inspection issues
- Schedules inspections and records permit data
- Inputs permit data and updates contractor information in Community Plus and Alfresco
- Notifies contractors and homeowners regarding permit status; distributes pickup and hold permits; contacts contractors for outstanding permits
- Closes out permits, lien searches and public records requests
- Receives, reviews, and processes building plans and permit applications for accuracy and completeness
- Maintains contractors files
- Conducts research for public information requests
- Copies and scans documents; maintains office equipment
- Generates reports and compiles data as requested
- Assists the public and contractors regarding any questions on procedures relating to the requirements for obtaining building permits
- Performs other duties as assigned and/or required

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### **MINIMUM QUALIFICATIONS:**

High school diploma or GED; supplemented by a minimum of six (6) months of clerical experience; an equivalent combination of education, certification, training, and/or experience may be considered.

Minimum of one (1) year of working in a Building Department or Construction experience is preferred.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Skill in Microsoft Office products (Word, Outlook, and Excel) and Community Plus
- Skill in providing excellent customer service
- Skill in attention to detail and accuracy
- Ability to multi-task while working with tight deadlines and shifting priorities
- Ability to quickly and independently learn new software
- Ability to analyze and define problems, identify alternative solutions, estimate consequences of proposed actions, and implement recommendations in support of goals
- Ability to organize and prioritize work for timely completion, as well as to balance business needs, customer needs, and business risk
- Ability to work with minimal supervision
- Ability to use critical thinking skills to arrive at solutions and suggest improvements to processes
- Ability to clearly communicate and understand information in English, both orally and in writing
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to regularly attend work and arrive punctually for designated work schedule

### **PHYSICAL REQUIREMENTS:**

Depending on functional area of assignment, tasks involve the periodic performance of moderately physically demanding work, usually involving lifting, carrying, pushing and/or pulling of moderately heavy objects and materials (up to 50 pounds). Tasks that require moving objects of significant weight require the assistance of another person and/or use of proper techniques and moving equipment. Tasks may involve some climbing, stooping, kneeling, crouching, or crawling. Tasks may involve extended periods of time at a keyboard or work station and extended periods of time standing.

### **ENVIRONMENTAL REQUIREMENTS:**

Tasks are regularly performed inside without potential for exposure to adverse conditions, such as dirt, dust, pollen, odors, fumes and/or poor ventilation, wetness, humidity, rain, temperature and noise extremes, machinery and/or moving vehicles, vibrations, electric currents, animals/wildlife, toxic/poisonous agents, gases or

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chemicals, oils and other cutting fluids, violence and/or disease, or pathogenic substances.

**SENSORY REQUIREMENTS:**

Some tasks require manual dexterity, in addition to visual and hearing acuity. Some tasks may involve identifying and distinguishing colors.

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The job description does not constitute an employment agreement between the City and employee and is subject to change by the City as the needs of the City and requirements of the job change.

The City of Coconut Creek is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, The City provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

**I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.**

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Job Title

\_\_\_\_\_  
Name (print)

\_\_\_\_\_  
Supervisor's Name (print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date