



City of Mary Esther Position Description

Position Title: Permit Technician

FLSA Status: Non-exempt

Department: Community Development

Salary Range: \$36,448 – 48,928

Position Reports To: Community Development Manager

Position Directly Supervises: N/A

General Summary of Duties: The position administers the business tax receipts, contractor registration, planning and permitting programs. Additionally, the position supports the Administrative Services Department by answering phone calls, receipting utility and miscellaneous payments, and providing back-up for the Accounts Payable Clerk.

Essential Job Functions (the duties listed below are intended to serve as an example of the typical functions performed. They are not exclusive or all-inclusive and will vary with assignments):

1. Greets customers, answers telephones, and directs calls.
2. Communicates with customers, employees, and others to answer questions pertaining to business tax receipts, contractor registrations, planning applications, building permits, utility accounts, and other City business.
3. Administers business tax receipts and contractor registration programs:
 - a. Verifies businesses comply with license requirements.
 - b. Processes and mails business tax receipts.
 - c. Collects business tax revenue.
 - d. Maintains the business tax database and files.
 - e. Updates the contractor list on the City's website.
4. Administers planning application and building permit programs:
 - a. Assists applicants with completing planning and building permit applications.
 - b. Processes planning and building permit applications.
 - c. Coordinates application review and inspections with Community Development Manager and Okaloosa County Growth Management Department.
5. Responsible for the invoicing and collection of fire inspection permits.
6. Manages park rentals and issues boat launch permits.
7. Creates work orders for the Utilities Department and Maintenance Department.
8. Prepares cash close-outs and deposit reconciliations for cash drawer.

9. Provides back-up in absence of the Accounts Payable Clerk, including receiving and sorting mail, collecting and receipting payments from the utility drop box, creating new utility customer accounts, and receipting code enforcement payments.
10. Performs other duties as assigned.

Knowledge, Skills, Abilities (Specify required or desired):

The following KSA's are required:

- Must be able to work well with the general public.
- Requires good organizational skills and the ability to work independently and multitask.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- Knowledge of electronic equipment, computer hardware and software.

The following KSA's are desired:

- Working knowledge of the organization, functions, activities and legal requirements of a municipal government.
- Working knowledge of planning, zoning, and/or permitting.
- Working knowledge of municipal and land development codes.

Minimum Education, Qualifications, Certification, Training:

- High school diploma or equivalent education.
- Associates or bachelor's degree preferred.
- Notary public or ability to obtain appointment within six (6) months.
- Valid State Driver's license.
- Previous customer service experience.

Computer Equipment and Software Requirements: Requires a working knowledge of Microsoft Office to include Word and Excel and with a basic understanding of Windows operating system.

Physical Demands/Environmental Conditions: Work is primarily in an office setting with occasional walking, bending, lifting or minimal physical exertion. May be required to investigate or observe situations away from the office and/or outside during inclement weather. Must be capable of functioning in a fast-paced, high-stress environment with multiple priorities and deadlines; and be able to withstand the pressure of demands in an atmosphere of constant change. Must be available to work during all hours and be capable of dealing with all emergencies calmly. Reasonable accommodation will be considered for applicants with physical disabilities.

Typical/Normal Work Hours: Administrative offices are open Monday-Friday 8 AM - 5 PM. Regular council meetings are scheduled in the evenings. Special events such as strategic planning sessions or community events may be held in the evenings or on weekends.

Other:

The City of Mary Esther is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, gender, religion, age, disability, marital status, family status or sexual orientation in employment or the provision of services.

It is understood that:

- a) Each or every incidental duty connected with operations enumerated or listed in the position description is not and cannot always be specifically described; and employees, at the discretion of the City, may be required to perform duties not listed within their job descriptions.*
- b) This is an at-will position.*
- c) 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.*
- d) The City of Mary Esther operates as a drug-free workplace.*
- e) Certain essential City services are required to be maintained in any civil emergency. Depending upon the type of emergency, any and all employees may be activated as essential personnel.*