

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Vacant

Work Phone:

2. Class Title (i.e. payroll title):

Permit Tech

3. Working Title (if any):

Same

4. Name & Class of First-Line Supervisor:

Gabriela Arteaga, Administrative Supervisor

Work Phone: 266-4555

5. Department, Division & Section:

Building Inspection Division

6. Work Address:

215 Martin Luther King Jr Blvd Ste 017, Madison, WI 53703

7. Hours/Week: 38.75

Start time: 7:00 End time: 3:30

8. Date of hire in this position:

9. From approximately what date has employee performed the work currently assigned:

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10. Position Summary:

This position will primarily provide direct administration support to the Plan Review and Inspection Supervisor, Plan Review staff, and New Construction Inspection staff. This position will also provide support for the rest of the Division. This position will participate in a variety of ongoing or special clerical or administrative assignments related to administering the permitting and inspection process. This position is responsible for handling public customer requests and performing clerical work in receiving and providing information to the general public as well as supporting the processing of applications for permits and inspections. This position will be responsible for handling in-person or phone requests and providing direct program information relative to services offered. Where necessary, this position will direct inquiries to appropriate staff and other agencies as needed. Primary job functions include assisting customers in completing permit applications, scheduling appointments, collecting fees, issuing receipts, perform monetary transactions and serving as the first level of resolution for client inquiries with tact and discretion. This position will be responsible for maintaining program records and tracking customer licenses. As needed, this position will provide Permit Counter support to Plan Review staff and arrange schedules and appointments. Additionally, this position will oversee filing materials for record keeping and will use computers to compose and create a variety of documents. Other responsibilities will include

preparing records, reports, and correspondence using a word processor, spreadsheet, database, online platform, or other related programs including providing staff support to the Board of Building Code, Fire Code, Conveyance Code and Licensing Appeals.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

40% A. Permit Counter Staff Support

1. Process routine customer permit applications and payments
2. Advise public on submittal requirements and accept complete submittals
3. Maintain and oversee daily Permit Counter schedule

40% B. Clerical duties

1. Receive and schedule phone, online, or in person requests for permit inspections.
2. Receive questions for permit counter staff and direct calls as appropriate.
3. Receive and distribute departmental mail.
4. Providing staff support to the Board of Building Code, Fire Code, Conveyance Code and Licensing Appeals

10% C. Document and plan management

1. File and maintain approved plans for pickup and storage
2. Scan documents and upload to document management system
3. Process and file other paperwork as appropriate

10% D. Other duties as assigned

12. Primary knowledge, skills and abilities required:

Microsoft Office (Word/Excel/Outlook), ability to learn and become proficient in new computer programs (i.e. Accela, Docfinity, GEO, Audacity, ExpressScribe), typing, processing payments, filing. This position requires learning knowledge of building permits, property maintenance, housing, zoning and construction issues, and knowledge of other City agencies for referral of calls. Must provide excellent customer service and calmly/professionally deal with difficult customers. Must be able to work effectively with persons from diverse backgrounds.

13. Special tools and equipment required:

None

14. Required licenses and/or registration:

15. Physical requirements:

Ability to lift large notebooks and some boxes with plans.

16. Supervision received (level and type):

This position receives supervision from the direct supervisor, Gabriela Arteaga, Administrative Supervisor.

17. Leadership Responsibilities:

This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

- I prepared this form and believe that it accurately describes my position.
- I have been provided with this description of my assignment by my supervisor.
- Other comments (see attached).

EMPLOYEE

DATE

19. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
- I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
- Other comments (see attached).

SUPERVISOR

DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.