

# CLASSIFICATION ADDENDUM

## Job Title: Permit Technician

Classification Specification: Management Support Technician

Barg Unit: OPE

Pay Grade: B21-B22

*This classification **addendum** further clarifies job specific duties and requirements of a job within a particular classification. Note: The classification specification document is to be referenced and this document utilized as the addendum (supplement). It is intended to provide additional information, where needed, and is not intended to provide an exhaustive list of duties and responsibilities; specific position assignments will vary depending on business needs.*

### Essential Characteristics and Duties Addendum

Permit Technician is the entry level of the Permit Series. Under the supervision of the Office Supervisor and Associate Managers, the Permit Technician performs moderately complex clerical and limited para-technical work. Assists with permit applicants and others by phone, in person, and online while applying the various regulations, codes, and permit requirements applicable to the development and planning permitting processes. Interprets and explains policies and regulations accurately and tactfully to the public while assisting with the completion of building and land development applications. Calculates and collects fees and provides cashiering functions for a wide variety of DPW transactions including building permits, land use permits, business licenses, and other miscellaneous fees.

### Qualifications Addendum

*An entry-level person would be expected to possess the following or any equivalent combination of knowledge, skills, education and experience in order to successfully perform the job.*

#### Training & Experience:

- Contributing: One (1) year of experience performing customer service, or performing non-technical permitting, or clerical/administrative functions in support of permits, plan review or inspection processes.
- Journey: Two (2) years of experience directly related to development permitting performing customer service, or performing non-technical permitting, or clerical/administrative functions in support of permits, plan review or inspection processes.

#### Licensing and/or Certification Requirements:

- N/A

#### Knowledge:

- Procedures and techniques of basic permit processing;
- Familiarity with basic cash handling and reconciliation practices;
- Customer Service principles and practices including conflict resolution;
- Processes for compiling and analyzing data for special projects.

#### Skills: *(Demonstrated skill in performing the following)*

- Prioritize work and coordinate several activities simultaneously despite frequent interruptions;
- Learn permit processing, and related building inspection, land use and planning terminology;
- Review policies and procedures to ensure compliance with city ordinances and laws;
- Interpret and explain policies and regulations accurately and tactfully to the public;
- Respond to public relating to the status of projects and permits.

<b>Qualifications Addendum</b>
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<b>Qualification For Grade Progression:</b>
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B21- Contributing: Permit Technician I
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B22- Journey: Permit Technician II
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<b>Physical Requirements Addendum</b>
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Sedentary Work as defined in the classification specification.
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<b>Addendum History</b>
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Created: 2014.09



# MANAGEMENT SUPPORT TECHNICIAN

## Classification Specification

### City of Springfield, Oregon

*A classification specification defines the general character and scope of responsibilities of all positions within a job classification. This description does not list every duty for a given position; specific position assignments will vary depending on business needs.*

General Information	
<b>Classification Title</b>	Management Support Technician
<b>Classification Code:</b>	MGTTCCH
<b>Effective Date:</b>	7/1/2011
<b>Pay Grade:</b>	B21-B22
<b>FLSA Status:</b>	Non-Exempt

### Classification Summary

The Management Support Technician is responsible for performing technical paraprofessional functions in the areas of budgeting, library, and/or environmental services. Responsibilities will vary in accordance with assigned area of responsibility but could include; updating and maintaining budgeting forecasting systems; reviewing and balancing transactions and ledgers; preparing journal entries and vouchers; installing, monitoring and calibrating basic testing equipment; performing technical application and/or permit processing; receiving, reviewing and issuing development permits; entering information; assisting patrons with the retrieval of materials and related research; and customer service.

Following are descriptions of the competency levels:

**Contributing** – Applies basic skills and may develop advanced skills appropriate for the position or specialization; resolves routine questions and problems.

**Journey Level** – Applies advanced skills appropriate for the position or specialization to meet the more complex requirements of the City; duties may be somewhat complex.

### Distinguishing Characteristics

- This is the first level classification in the Management Support series.
- This is a paraprofessional level classification.
- Management Support Technicians focus on how to carry out the operations of the process specified by higher level positions. This position has a choice as to how and when the operations are carried out, but not as to what operations constitute the process.
- Management Support Technicians are differentiated from Management Support Specialists as the responsibilities of the higher level classification are more specialized and require a thorough understanding of applicable practices and procedures.

<b>Essential Duties</b>	
<i>The duties listed below are a typical sample; position assignments may vary.</i>	
1	Enters billing, insurance, and other types of demographic information.
2	Updates and maintains budget forecasting systems.
3	Assists patrons with the retrieval of materials/information and related research.
4	Provides customer service to staff, vendors, and the public; answers inquiries, provides information, and attempts to resolve problems within the scope of position.
5	Prepares journal entries and vouchers; reviews and balances transactions and ledgers.
6	Prepares information and materials relevant to area of assignment; participates in special projects/programs.
7	Installs, monitors and calibrates basic equipment.
8	Performs technical application and/or document processing and/or review, as related to area of responsibility.
9	Maintains data files; satisfies data and materials/records requests; audits transactions and records for accuracy.
10	Actively supports an inclusive and respectful work environment.
11	Performs other duties of a similar nature or level.

<b>Qualifications</b>	
<i>An entry-level person would be expected to possess the following or any equivalent combination of knowledge, skills, education and experience in order to successfully perform the job.</i>	
<b>Training &amp; Experience:</b> Up to one year of specialized or technical training beyond high school; and sufficient experience as necessitated by the competency level of the position.	
<ul style="list-style-type: none"> <li>• Contributing Level: 0-2 years of general support experience.</li> <li>• Journey Level: 2-3 years of progressively responsible support experience.</li> <li>• Specialized knowledge specific to area of assignment may be required</li> </ul>	
<b>Licensing and/or Certification Requirements:</b>	
<ul style="list-style-type: none"> <li>• None</li> </ul>	
<b>Knowledge Required:</b>	
<ul style="list-style-type: none"> <li>• Principles and practices of assigned area of responsibility;</li> <li>• Computer applications and other systems related to assigned area;</li> <li>• Math principles;</li> <li>• Bookkeeping and/or recordkeeping principles and techniques;</li> <li>• Modern office methods and practices;</li> <li>• Data gathering and filing and retrieval techniques;</li> <li>• English language and grammar;</li> <li>• Applicable laws, rules, and regulations;</li> <li>• Inclusive and respectful work place practices.</li> </ul>	
<b>Skills Required:</b> <i>(Demonstrated skill in performing the following)</i>	
<ul style="list-style-type: none"> <li>• Developing and maintaining respectful and inclusive work relationships;</li> <li>• Performing assigned duties in a safe manner;</li> <li>• Entering, retrieving, and processing data with speed and accuracy;</li> <li>• Identifying and correcting basic problems; providing information;</li> <li>• Maintaining orderly records and files;</li> </ul>	

## Qualifications

- Preparing basic reports, forms, correspondence;
- Using computers and related databases and software applications;
- Operating office equipment;
- Learning and applying applicable office procedures, rules and practices;
- Learning and applying laws, regulations, policies pertinent to position;
- Communication, interpersonal skills as applied to interaction with coworkers, management, the general public, etc. sufficient to exchange or convey information and to receive work direction;
- Working effectively with clients; co-workers, employees and supervisors from diverse backgrounds.

## Physical Requirements

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Incumbents may be subject to travel.

## Classification History

2009.06 – Draft prepared by Fox Lawson & Associates, LLC (CC)  
2010.11 – Revisions by HR  
2011.07 – Adopted  
2014.08 – Revisions by HR