

**CITY OF POMPANO BEACH
CLASS DESCRIPTION**

JOB CODE 251

PERMIT EXPEDITER

GENERAL

Moderately difficult clerical work involving extensive public contact assisting customers through the building permitting process. Acts as the liaison between the Development Services Department and the public or other City departments and other duties as may be assigned on an as needed basis. Work is performed under direct supervision.

EXAMPLES OF ESSENTIAL DUTIES

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Answers busy telephones, files, accurately enters data and types forms.
- Operates office equipment such as microfilm machine, computer and copier as needed.
- Assists homeowners, contractors, architects and engineers through the permitting process.
- Tracks multiple projects and monitors the progress.
- Makes arithmetic computations and tabulations and evaluates applications for missing documentation.
- Processes and issues construction permits; conducts property research, inputs inspections.
- Investigates customer complaints and inquiries concerning permits and inspections
- Follows-up on actions taken to insure customer satisfaction.
- Write letters to businesses and customers in response to inquiries.
- Maintains regular and punctual attendance record.
- Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of municipal laws, policies and practices.
- Knowledge of Naviline, and Microsoft Office programs.
- Knowledge of business English, spelling, arithmetic, office practices and procedures, and personal computers.
- Knowledge of general clerical principles and methods.
- Ability to type accurately from rough draft at 35 CWPM.
- Ability to follow oral and written instructions.
- Ability to use data processing system to retrieve information.
- Ability to compose correspondence.
- Ability to effectively communicate with contractors, homeowners, architects, engineers, and the public both in person and on the telephone in a courteous manner.
- Ability to operate a computer terminal.
- Ability to drive a city vehicle for pick ups and delivery.
- Ability to establish and maintain effective working relationships with the general public, co-workers, city officials, regulatory agencies and personnel and members of diverse cultural and

linguistic backgrounds regardless of race, religion, age, sex, disability, sexual orientation or political affiliation.

- Ability to serve the public and fellow employees with honesty and integrity in full accord with the letter and spirit of all city ethics and conflicts of interest policies.

MINIMUM QUALIFICATIONS

High school diploma or equivalency. Possess a valid Florida's driver's license and acceptable driving record. Two years clerical experience within the development or construction industry and related processes. Incumbents in this position must possess excellent interpersonal skills and be proficient using Microsoft Office applications. Graduation from high school or possession of an acceptable equivalency diploma.

A comparable amount of training and experience may be substituted for the minimum qualifications.

SPECIAL REQUIREMENTS

ICC Permit Technician Certification is required or must have the ability to obtain within one year of employment.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to a, personal computer, calculator, copier, and fax machine. Occasional moving of up to 40 lbs. Work is performed in an inside office environment. The noise level in this environment is usually moderate with no significant standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, pushing, and pulling.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Work Location: Development Services
Bargaining Unit: FOPE
FLSA: Non-Exempt
Classification Plan: 42/18
GERS: Regular Class