



# ADMINISTRATIVE TECHNICIAN (BUILDING SAFETY PERMIT SPECIALIST)

## JOB DESCRIPTION

<b>Department:</b> Community Development Services	<b>Division:</b> Building Safety
<b>Work Location:</b> Urbana City Building	<b>Percent Time:</b> 100%, regular
<b>Job Type:</b> Civil Service	<b>FLSA Status:</b> Non-Exempt
<b>Reports To:</b> Building Official	<b>Union:</b> Non-Union

## JOB SUMMARY

Performs advanced, complex technical and administrative functions related to the Building Safety Division; responsible for performing a wide variety of administrative duties, including responding to telephone and radio calls; reviewing and processing permit applications, collecting fees; logging and reporting data; acting as payroll clerk for Department; maintaining Division and Department information on the City website; recording minutes of meetings; scheduling inspections for inspection staff and maintaining calendar for Building Safety Division; and preparing letters and violation notices for housing and building code related items. Responsible for managing and overseeing the Department’s Rental Registration Program, assuming responsibility for maintaining rental registration records, managing program correspondence, ensuring accuracy of program files and data, and working with Building Safety staff to maintain cyclical inspection schedule.

### **Defining Class Characteristics:**

Positions in the Administrative Technician classification perform a variety of confidential, difficult, and highly complex duties with a high level of independence. Incumbents in this classification act in a confidential capacity, reports directly to a Division Manager, and has responsibility for independently overseeing a division function. The work requires the interpretation and application of policies, procedures, and regulations and involves frequent contact with the public, as well as performing various research support functions. This class is distinguished from other administrative classifications by its confidential duties, the level of responsibility assumed, and the complexity of duties assigned. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility and are required to maintain a high level of confidentiality.

## ESSENTIAL FUNCTIONS

- Provides general information to the public regarding permitting processes, zoning, and building codes.
- Examines permit applications, plans, blueprints, and other documents to verify accuracy and completeness according to code.
- Provides feedback to citizens and contractors in order to ensure completed permits, attachments, and diagrams are submitted.

- Creates permit files and distributes applications for review; updates and maintains permitting records; tracks and reports on permit activity.
- Collects and receipts permit fees.
- Reconciles and transfers permit fees to the Finance Department daily.
- Assist building inspectors in day-to-day office duties.
- Manages rental registration process including updating property sales information, maintaining rental registration records, managing program correspondence, ensuring accuracy of program data.
- Oversees the work of the Office Specialist position as it relates to the Building Safety Division.
- Serves as department representative for Citizen Serve advisement committee.
- Creates correspondence, reports, certificates, licenses, and other documents.
- Screens and directs telephone and in-person complaints; responds to requests for information or refers as appropriate.
- Schedules meetings for divisional personnel and maintains calendar of Building Safety Division.
- Organizes packets, and transcribes minutes from tape or electronic recording for Building Code Board of Appeals; notifies public and writes press releases.
- Maintains Calendar and schedule for Community Development Conference Room
- Schedules inspections with contractors and citizens on behalf of inspection staff; assists staff in maintaining cyclical inspection cycles.
- Creates and maintains multi-functional filing systems for the Building Safety Division. Ensures electronic filing is consistent with paper filing systems by working with inspectors to enter information on a timely basis. This includes posting pertinent information into the Citizen Serve software, and other associated data storage systems.
- Monitors the Public Works radio; responds to divisional calls for information; relays requests for inspections.
- Acts as payroll clerk for Department; maintains and verifies payroll log of leave time used and compensatory and overtime accrued and reports same for the Building Safety Division.
- Assists Department Director and Building Official in research of files and city records and prepares documents and copies, in order to respond to Freedom of Information Act Requests.
- Completes review of fence permit applications to determine compliance with Zoning and Building Code requirements as well as issues fence permits. Inspects fences onsite to determine compliance with applicable codes, completes permit process, logs information, and closes out associated files.
- Completes preliminary review of demolition permit applications to determine required notification and delay period. When applicable, promulgates notification to all applicable recipients are required by the Demo Delay Ordinance.
- Responds to citizen requests for appeal and variance hearings, provides and explains application and procedures; explains permitting process to applicants and completes preliminary review of submitted documentation.
- Verifies roofer licensing information and associated identification documentation as required by Illinois State Law to ensure confidentiality of license numbers and personal information.
- Receives and maintains tenant complaints and works with complainant to schedule inspection within 48 hours of complaint.
- Submits weekly issued building permit totals to the local newspaper.
- Files and/or or retrieves construction plans for closed permits and forwards to the Assessor's Office.

- Administers the Rental Registration program; to include annual mailing of license renewal, collections and review of parcel information for new rentals.
- Along with the electrical inspector, administers and issues the City of Urbana's annual licenses for Urbana electrical licenses and transferred electrical licenses and collect subsequent fees.
- Provides secretarial support to the Community Development Director, Planning Division, Economic Development Division and Grants Management Division in the absence of other secretarial staff.
- Maintains and updates Building Safety Division section of the City website, all forms and code related information to be current.
- Updates Model Codes Adopting Ordinance and other publications to ensure consistency with City Council changes and amendments. Amends paper and electronic copies and ensures their availability to the public on the City website and in printed form in CD.
- Ensures that members of Building Safety Code Boards of Appeals appointments are current/ up to date and works with new members to ensure compliance with Open Meetings Act. Maintains each member's confidential documentation regarding OMA compliance in a secure file.
- Conducts research for permit and other community development related fees to assist in the annual formulation of the fee schedule for the department and division.

## **JOB REQUIREMENTS**

### **Education & Experience**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

- Completion of high school or equivalent and four years of progressively responsible clerical/administrative experience; or completion of a two-year office science or business administration program and two years of progressively responsible clerical/administrative experience; or completion of a four-year program in a college or university preferably with major emphasis on coursework in business administration, public administration or other related field and six months of administrative or office management experience; or an equivalent combination of education and experience.

### **Knowledge of**

- Business English, punctuation, spelling, grammar, and business math.
- Office practices and procedures and operation of standard office equipment, including personal computers, facsimile machine, and calculator
- Permitting processes, policies, and procedures.
- Regulations and codes governing permitting activities.

### **Skills**

**Interpersonal skills** – Ability to remain calm and professional under pressure and communicate verbally in a clear, concise and efficient manner. Ability to accept change by demonstrating a positive attitude when changes occurs. Ability to communicate effectively with a wide variety of people with different socioeconomic status, educational levels, interests and emotional condition during the communicating and service needs that include occasional confrontational conditions and tensions in citizens. Ability to maintain a professional attitude and approach to communications under occasional periods of verbal abuse from customers. Ability to maintain excellent attendance and flexibility in scheduling. Ability to meet office objectives, daily talk times.

**Organizational skills** - Ability to work effectively in an open office environment with frequent interruptions and distractions, a moderate noise level, fluctuating workloads at a consistently high level, requiring special processing of some cases, priority changes and schedule adjustments.

**Computer systems /software** – Advanced skill level in Microsoft Office software applications including Word, Excel, Outlook, PowerPoint, and internet search software relevant to the position. Proficiency in Access and/or other specialized software strongly preferred.

**Quality of Work:** Maintains high standards of accuracy and attention to detail in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all City departments and divisions, co-workers and the general public.

**Ability to**

- Develop and maintain complex filing systems.
- Type at a rate of sixty (60) words per minute on a standard electric typewriter and a personal computer keyboard.
- Accurately transcribe meeting minutes from a recording device.
- Operate a multi-line phone system.
- Prioritize workload.
- Handle people during difficult situations.
- Stenographic ability may be required at discretion of Department or Division Head.
- Set priorities and manage time and work in fast-paced and busy environment with multiple tasks and interruptions
- Learn Department procedures, policies, activities and services, and interpret and apply administrative and departmental policies and procedures.
- Understand the organization and operations of the Department, the City of Urbana and of outside agencies as necessary to assume assigned responsibilities.
- Work under pressure during peak workload periods.
- Provide quality customer service in a courteous and professional manner.
- Work with confidential information.
- Respond under emergency conditions.

**Licenses, Certifications and Memberships Required**

- ICC Permit Technician Certification within one (1) year of appointment.
- Appointment as an Illinois Notary Public within six (6) months of appointment.

**Special Requirements**

- May require occasional evening hours to attend board/commission meetings and occasionally on-call for emergency situations.

## **Job Dimensions**

### **Supervision received**

- This position works under the general supervision of the Building Official. The incumbent develops procedures for performance of a variety of duties, or performs complex duties under established policy guidelines.

### **Level and complexity of supervision exercised**

- This position is not responsible for supervising any staff positions, however is responsible for overseeing the work of the Office Specialist position as it relates to the Building Safety Division.

### **Contacts: Internal/External**

- Regular contact with personnel from other City Departments.
- Regular contact with contractors, general public, and divisional staff to process permit applications.
- Occasional contact with personnel from other municipalities and public agencies.

## **Supplemental Information**

### **Physical Demands and Working Conditions**

- Working Conditions: Standard office setting. The work requires sitting and/or standing for prolonged periods of time, walking and frequent interaction with others, both in person and on the phone. Work environment is both formal and informal, team- and autonomy-oriented, having variable tasks, pace and pressure.
- Physical Requirements: Due to the nature of work assignments, incumbents must be able to perform detailed work on multiple, concurrent tasks, with frequent interruptions and under time constraint. On a daily basis, the essential duties of this classification may require the ability to stoop; to reach; to stand, to walk and sit for extended periods of time; to push and/or pull objects weighing up to 10 pounds; to lift and carry objects weighing up to 10 pounds; to use finger dexterity to operate a computer and other office equipment and hand strength to grasp files and other objects; to perceive the attributes of objects by touch; to hear and verbally exchange ideas and information with the public, staff and others on the phone and in the office. On a frequent basis, essential duties of the position may require the ability to climb stairs, to kneel and/or crouch to retrieve files and other items.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress.

**Hearing:** Hear in the normal audio range with or without correction.

*The work environment and physical/mental demands characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the*

*work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Class Specification History**

New Class: 09/28/2022

*For HR/Finance Use*

<b>Title Code</b>	<b>Pay Grade</b> 105
<b>EEO Category</b> 6- Administrative Support	