



CITY OF CONCORD (NH)
invites applications for the position of:

PERMIT TECHNICIAN 20 Hours Weekly

SALARY: \$17.43 - \$25.20 Hourly

OPENING DATE: 11/04/21

CLOSING DATE: Continuous

DESCRIPTION:

DEPARTMENT: Community Development-Code Administration

TYPICAL WORK SHIFT/SCHEDULE: 20 Hours Per week, Mon-Fri. Days

STARTING SALARY RANGE: \$17.43 - \$20.68 hourly

Top of scale is \$25.20

Instructions for Applying: A City Application is required. An application may be completed online and submitted electronically by visiting the City of Concord web site at www.concordnh.gov. For more information on applying, call (603) 225-8535 (voice) or TTY at 800-735-2964 or 7-1-1.

"An Equal Opportunity Employer M/F/DP/V and LGBTQ"

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The City of Concord is seeking a 20 hour per week Permit Technician to work the main counter in the Code Administration Division. The ideal candidate will have great people skills, be comfortable working with basic office equipment and computers, and be familiar with building trade jargon. This position requires a self-starter who will take the initiative to obtain the necessary information from the Code Administration subject matter experts and apply it to customers.

Staffs the Code Administration counter to answer applicant/public inquiries concerning permits. Responds to questions from applicants/public in-person, by phone, via email, and via other media. Regularly consults Code Administration inspection, licensing, and management staff to keep apprised of ongoing projects, cases, inspections, etc. in order to effectively answer applicant/public inquiries. Assists in the processing of all varieties of permits and licenses issued by the Code Administration Office.

EXAMPLES OF DUTIES:

Regularly consults with Code Administration management, licensing, and inspection staff to obtain most up-to-date information concerning inspection cases, projects, permit applications, etc.

Provides in-person customer service, answers the telephone, responds to voice messages, emails and applicable inquiries via any other pertinent media concerning Code Administration activities.

Assists the general public and contractors with the completion of applications and the calculation of fees.

Enters and retrieves technical information from a computer in order to perform research, update records, process transactions, and respond to requests for information.

Composes routine correspondence under general direction or on own initiative to expedite the processing and completion of work.

Collects fees; enters and posts to ledger; completes deposit slips.

Processes incoming and outgoing mail.

Sets up and maintains alphabetic and numeric files so that documents can be filed and retrieved in an orderly fashion.

Formats and types letters, reports, charts, and other documents.

Prints and mails permits.

Prepares licenses

Mails annual renewal notices for licenses.

Performs other related duties as assigned.

TYPICAL QUALIFICATIONS:

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High school diploma or GED, and

Two years of progressively responsible clerical or administrative experience, or

Any combination of education, training and experience which provides the knowledge, skills and abilities required for the job.

Familiarity with construction trades is preferred.

Licenses and Certifications: (depending upon area of assignment)

Valid New Hampshire State Driver's license.

ICC Permit Technician certification (preferred)

SUPPLEMENTAL INFORMATION:

Knowledge of:

Administrative policies and procedures related to the area of assignment.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Computers & MS Office (Word, Outlook, Excel and learn to use applicable department/organization specific software

Record keeping, report preparation, filing methods, and records management techniques.

General office practices and procedures.

Basic mathematical and statistical computations, such as addition, multiplication, percentages, and ratios.

Skill in:

Communicating effectively with others, orally and in writing.

Using computers to enter and retrieve information and type correspondence in a time efficient manner.

Operating general office equipment.

Organizing and compiling information into a logical and sequential format.

Understanding and carrying out complex written and oral instructions.

Mental and Physical Abilities to:

Establish and maintain effective working relationships with others.

Perform duties while sitting at a desk or while intermittently sitting, standing, or walking.

Occasionally lift light and heavy objects.

Working Conditions:

Work is primarily performed in an office.

Knowledge of:

Administrative policies and procedures related to the area of assignment.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Computers & MS Office (Word, Outlook, Excel and learn to use applicable department/organization specific software

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This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.concordnh.gov>

41 Green St
Concord, NH 03301
603-225-8535

cforrest@concordnh.gov

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Position #2022-43
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