

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 002262
Grade 17
FLSA: N**

PERMIT TECHNICIAN II

DEFINITION OF CLASS:

This is paraprofessional work facilitating the building-permit, construction-inspection, and land-use regulation processes through direct interaction with construction/development professionals and the general public and through support of engineering, code-compliance, and investigatory staff. An employee in this class is developing expertise in their assigned area and is fully proficient at routine client assistance and permit facilitation assignments within that area. Contacts are with developers, engineers, architects, attorneys, builders, electricians, in-house professional and paraprofessional staffs, homeowners, and managers/employees of other agencies, both within and without the County government, for such purposes as coordination, problem-resolution, legal/procedural clarification, and information-gathering. Public service and assistance is provided on demand for periods of moderate duration and involves interviewing clients to determine the nature of the assistance required, resolving or attempting to mitigate their anxieties about procedural requirements and time constraints, and facilitating service delivery. Once service needs have been identified, assistance can normally be provided.

An employee in this class determines, through the interview process, the need for and kind of services required; helps clients to assess/clarify their needs; advises them about procedural and legal considerations; performs sub-professional work to expedite regulatory approvals; and follows up to assure service delivery after initial client counseling. A significant aspect of the work involves assisting clients to overcome impediments to permit-issuance and complaint-resolution through working with others involved in these processes. The employee, under minimal supervision, independently determines the scope of client interaction, obtains necessary information, selects appropriate methods and procedures, and varies these methods and procedures to address case dynamics. Work is generally performed with reference to a multiplicity of laws, rules, procedures, and guidelines which require frequent revision to accommodate legal/procedural change and technical innovation. The employee recommends changes to the content, availability, and efficacy of these reference sources to improve client service. The complexity of the work derives from the diversity of client needs which must be addressed, the exigencies (financial, technical, emotional) associated with construction and land-use/development issues, the variety of regulatory and scientific requirements which impact service delivery, and the effort involved in making decisions after considering a number of variables/controlling factors. The decisions made by employees of this class can substantially affect the financial, physical, and emotional well-being of clients and the economic and development environments in Montgomery County. Work is usually accomplished in an office environment and is primarily sedentary. The work involves exposure to aggressive and unpredictable client behavior and to noxious and obnoxious odors and contagious diseases. The work requires long periods of standing/sitting in one position, considerable bending and stooping, and lifting heavy to moderately heavy equipment, supplies, and materials.

EXAMPLES OF DUTIES: (Illustrative Only)

- Assists clients to define service needs and to identify appropriate and acceptable courses of action. Assistance is provided by telephone and face-to-face contact, through electronic access, and through correspondence.
- Assures that appropriate referrals are made to ensure service delivery.
- Provides special information/interpretations related to construction practices, zoning requirements, permitting processes, and procedures for the appeal of regulatory decisions.
- Selects the client-intervention strategy most appropriate to the client's expression of need, after considering a wide range of strategic options.
- Creates, accesses, and maintains databases designed to aggregate permit information, issue permits and regulatory notices, and track and respond to complaints.
- Researches paper and computer files to obtain information to assist clients, facilitate service delivery, and prepare cases for appellate consideration, often in response to subpoenas.
- Creates new forms and recommends changes to existing procedures/protocols to improve service delivery.
- Reviews construction and site plans for procedural completeness and to determine design adequacy and zoning compliance. Design-adequacy determinations involve paraprofessional review of structures such as fences, decks, and small accessory buildings.
- Consults with engineering, plan-review, investigatory, and inspectional staff to resolve technical problems related to client needs.
- Prepares correspondence and otherwise ensures that clients are correctly apprised of the statuses of their permit applications and of regulatory decisions.
- Works to minimize client frustration and agitation by educating clients about regulatory requirements and by maintaining a calm and supportive demeanor.
- Trains entry-level technicians in job requirements.
- Oversees and leads the work of interns/volunteers.
- Facilitates the maintenance, order, and availability of paper and electronic files.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the procedures for the processing, issuing and releasing of building, electrical, and sign permits and use-and-occupancy certificates, including the procedures of other agencies involved related to land development, land use, and construction related activities.
- Knowledge of the procedures and requirements for the inspection of any and all activities related to land disturbance.
- Knowledge of building-code and zoning requirements for the construction of fences, decks, accessory buildings, and similar structures.
- Knowledge of basic plan-review techniques.
- Knowledge of the procedures and requirements for the inspection of commercial and residential structures.
- Knowledge of the procedures for filing and processing building and zoning complaints.
- Knowledge of word-processing, complaint-tracking, permit-processing or similar computer systems.
- Skill in basic mathematical applications.
- Skill in dealing with people in emotionally-charged circumstances.

- Ability to maintain effective working relationships with associates, supervisors, the general public, and personnel of other agencies.
- Ability to work effectively under time constraints and conflicting priorities.
- Ability to communicate effectively in English both verbally and in writing.
- Ability to attend meetings and perform other assignments at locations outside the office.

MINIMUM QUALIFICATIONS:

Experience: Three (3) years of experience in client-advocacy work in a regulatory environment, at least two years of which must have been in a building-permit or land-development setting.

Education: Graduation from high school or High School Certificate of completion recognized in the State of Maryland.

Equivalency: An equivalent combination of education and experience may be substituted.

TRAINING/CERTIFICATIONS

- The Department of Permitting Services maintains a listing of current Department-required training/certifications required of employees classified at this level.

LICENSE:

- Some positions may require possession and maintenance at all times of a valid Class "C" (or equivalent) driver's license from the applicant's state of residence or the ability to perform work at locations outside of the office.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Core Exam with Drug Screen.

Class Established: January, 1997

Revised: March, 2001

April, 2010

August, 2013

February, 2014

Medical Protocol per OMS Review: April, 2022

ADDENDUM TO PERMIT TECHNICIAN SERIES CLASS SPECIFICATIONS

Required Training to be Completed Prior to Proficiency Advancement to Permit Technician II:

- Providing Services to the Citizen (County training class)
- Customer Service Training (DPS internal training class)
- How to Conduct Meetings (DPS internal training class)
- Making the ADA Work for You (DPS internal training class)

- A Guide to Permitting Services – An Overview of the DPS Manual (DPS internal training class)
 - Construction Plan Reading (DPS developed with Montgomery College)
 - A Guide to Permitting Services – Permit Technician Duties (DPS internal training class)
- (This list is subject to change by DPS management)**

Required Training to be Completed Prior to Proficiency Advancement to Permit Technician III:

- Recognizing and Dealing with Disruptive Behavior (County training class)
 - Effective Oral Presentations and Briefing Skills (County training class)
 - Improving Personal Productivity (County training class)
 - Assertive Communication in the Workplace (County training class)
 - On-the-Job Training in all DPS Functional Areas (DPS internal cross training)
- (This list is subject to change by DPS management)**