



**VILLAGE OF HOFFMAN ESTATES
JOB DESCRIPTION
PERMIT SERVICES TECHNICIAN**

EFFECTIVE DATE: 01/01/2022

DEPARTMENT: Development Services – Code Enforcement	WORK LOCATION: Village Hall		FLSA STATUS: Non Exempt
CLASS CODE: 3520	RANGE: 14	PENSION: IMRF	UNION: NU
REPORTS TO: Director of Building and Code Enforcement	LEVEL OF SUPERVISION RECEIVED: General Supervision		LICENSE/CERTIFICATES: Illinois Class D Driver's License, ICC Permit Technician Certification (ability to obtain within 1 year of employment)

SUMMARY:

Performs a variety of routine and complex tasks related to the building permit and zoning review process with attention on customer service via, email, on the phone and in person. Daily duties include reading and interpreting building plans and related documents, reviewing permits for compliance with Village codes. answering questions and providing technical and code-based guidance to permit applicants, and reviewing applications for completeness. Coordinates closely with Village administrative and technical staff as part of the permit review process.

Responds to and interacts with businesses, residents, architects, contractors, employees, and/or others within and outside the organization in a courteous, professional, and effective manner.

JOB NO.	ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES	FREQUENCY
1.	Utilizes the Village's permitting, plan review, and inspection computer software to review, track, coordinate, and process building permits, and to generate activity reports.	Daily 40%

2.	Reviews plans and permit documents for accessory structures such as sheds, patios, driveways, fences, signs, etc. Ensures compliance with building and zoning codes.	Daily 40%
3.	Responds to inquiries (in person, phone, and email) and provides code-specific basic technical assistance and information to residents, contractors, business owners, architects, and others in the administration of the building permit process and contractor licensing. Assists applicants with building and zoning code requirements, submittal requirements, and the permit processes and procedures, especially pertaining to the Village's electronic permitting software.	Daily 25%
4.	Reviews plans and permit documents promptly and accurately for residential "over-the-counter" permits such as windows, siding, roofs, HVAC, and other items in accordance with building codes.	Daily 20%
5.	Performs research, compiles information, and prepares summaries of various building and code enforcement related topics from multiple sources, including potential code amendments, code interpretations, and new construction technologies.	Monthly 10%
6.	Operates and properly maintains all tools and equipment needed to perform the essential job functions and responsibilities listed above while adhering to all safety rules and practices.	Daily 10%
JOB NO.	OTHER RELATED DUTIES	
1.	Performs updates to Village website as needed.	
2.	Assists and provides back-up for non-permitting customer interaction and front counter activities as needed.	
3.	Assists with and recommends Municipal Code updates.	
4.	Provides input and suggestions to improve operational functions of the Development Services Department permit and inspection processes, as well as customer service operations.	
5.	Assists with special projects in the Development Services Department.	
6.	Attends professional development workshops to increase knowledge about permitting and code enforcement matters.	
7.	Serves as a member of various employee Committees.	
8.	Follows Village and department safety rules and practices.	
9.	Performs other duties, tasks, and responsibilities, as assigned.	

SUPERVISORY RESPONSIBILITIES: (Select one – required)

None required

Supervisory responsibilities are required to be carried out in accordance with the organization's policies and applicable laws.

EDUCATION, EXPERIENCE AND COMPUTER SKILLS:

The designated education and experience levels best describe the minimum requirement needed to fulfill the essential job functions. However, any combination of equivalent education or experience may be considered.

Education Level (Select one - required)

- High school education with vocational training
- High school diploma or general education degree (GED)
- Two or more years of college coursework in related field
- Associate's degree (A.A.) from two-year college or technical school
- Bachelor's degree (B.A.) from four-year college or university
- Master's degree (M.A.)
- Doctoral degree (Ph.D.)

Degree or coursework should be in...

Building, Planning, Construction or related fields

Experience Level

- No prior experience or training required
- Six months to one year related experience
- One to two years related experience - **required**
- Two to four years related experience - **preferred**
- Four to ten years related experience
- Work experience in: building, planning, customer service, construction, code enforcement or related***

Additional Experience (Select as appropriate)

Experience in supervisory capacity...

Experience in management capacity...

Must meet the requirements as set by the Fire & Police Commission

Computer Skills (Select as appropriate)

- Entry and processing of data
- Word Processing data
- Spreadsheet software
- Database software (*ability to learn*)
- Specialized applications:

Microsoft Office, GIS, Web applications

COMMUNICATION SKILLS:

English Language/Communication Skills (Select one)

- Basic skills Ability to read, comprehend, listen to and follow basic verbal or written instructions and provide appropriate feedback. Ability to read, comprehend and/or create routine correspondence and memos using proper spelling, grammar, punctuation and sentence structure. Ability to effectively convey information one-on-one or to small groups of employees or customers.
- Intermediate skills Ability to read, comprehend, listen to and follow complex verbal or written instructions from multiple sources. Ability to provide appropriate feedback by asking probing questions and/or suggesting alternative approaches. Ability to read, comprehend, create and explain to others complex correspondence, reports and/or manuals. Ability to convey procedures and policies one-on-one or in groups to employees or customers.
- Advanced skills Ability to read or interpret all types of documents including safety rules and regulations, and procedure manuals. Ability to create and edit reports and correspondence from varied source material using appropriate style and format. Clearly convey instructions to employees or team. Ability to speak clearly and effectively before groups of customers answering questions appropriately.
- Business skills Ability to read, research, and analyze general business periodicals, professional journals, technical reports, finance documents or government laws and regulations. Ability to write reports, business correspondence, manuals and draft policies and procedures. Ability to effectively make presentations and respond to questions from groups of managers, customers, citizens, or other agencies.
- Specialized skills Ability to read, analyze and interpret professional, scientific, or technical manuals, procedures, plans, schematics, maps, blueprints, licenses, and/or legal documents. Ability to respond to inquiries from managers, customers, business community or regulatory agencies. Ability to draft responses to complex or technical issues and/or effectively present technical concepts or information to managers, customers, or other agencies in concise understandable terms.

Foreign Language Skills (Complete if applicable)

- Fluency in foreign language skills is:
- A Plus Ability to speak and/or read, write and comprehend.
- Preferred
- Required **Required Language:**

REQUIRED COMPETENCIES:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The competencies listed below are representative of the knowledge, skills, and/or abilities required for successful job performance.

- **Excellent customer service skills**
- **Read and interpret procedures, codes and ordinances**
- **Read and interpret plans and drawings**
- **Working understanding of construction drawings and basic building techniques**
- **Intermediate computer and software skills, including GIS familiarity and internet applications**
- **Quickly and efficiently switch between different tasks**
- **Communicate effectively in writing and verbally**
- **Work under deadlines and/or with frequent interruptions**
- **Prioritize, organize, document, plan and schedule work**
- **Interact with internal and external customers in a courteous, prompt and professional manner**
- **Problem solving skills to gather relevant information to solve vaguely defined practical problems**
- **Work effectively in a team environment**

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodations.

(mark all 17 activities)

<u>Physical Activity</u>	----- Amount of Time -----			
	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stands	_____	_____	X	_____
Walks	_____	_____	X	_____
Sits	_____	_____	X	_____
Uses fingers in a repetitive motion	_____	_____	_____	X
Uses hands to grasp, finger, handle, or feel	_____	_____	_____	X
Reaches with hands and arms above shoulder	_____	X	_____	_____
Climbs or balances	_____	X	_____	_____
Twists or turns	_____	X	_____	_____
Stoops, kneels, crouches, bends, or crawls	_____	X	_____	_____
Pulls, pushes, or carries	_____	X	_____	_____
Talks or hears	_____	_____	_____	X
Tastes or smells	_____	X	_____	_____
Operates a motor vehicle or heavy equipment	_____	X	_____	_____
Lifts or move 0 to 10 pounds (sedentary)	_____	_____	X	_____
Lifts or move 10 to 20 pounds (light)	_____	_____	X	_____
Lifts or move 20 to 50 pounds (moderate)	_____	X	_____	_____
Lifts or move 50 to 100 pounds (heavy)	X	_____	_____	_____

VISION DEMANDS:

The vision demands described here, including the ability to adjust focus, close vision, sharpness of vision, depth perception, peripheral vision, distance vision, and hand-eye coordination are representative of those that must be met by an employee to successfully operate the tools and equipment needed to perform the essential functions of this job.

Other Vision Demands (select if applicable)

- Absence of color blindness
- Corrected vision of...
- Uncorrected vision of...

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job with or without reasonable accommodations.

(mark all 15 conditions)

<u>Environmental Conditions</u>	----- Amount of Time -----			
	None	Less than 1/3	1/3 to 2/3	More than 2/3
Customary indoor conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Customary outdoor weather conditions including extreme cold, extreme heat, and wet or humid conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-weather conditions: extreme cold, extreme heat, and wet or humid conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works near moving mechanical parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works in high precarious places, underground, or confined spaces	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flying debris or airborne particles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire, smoke, fumes, gases, or noxious odors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals, aerosols, liquids, solvents or oils	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of electrical shock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works with explosives or risk of radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme illumination	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low noise level (Normal voice tones)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Moderate noise level (Raised voice levels)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High noise level (Shouting/ear protection may be needed)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The information listed above reflects minimum standards and illustrations of the various types of work that may be performed. The omission of specific job functions, requirements or tasks does not exclude them from the job if the work is similar, related or a logical extension of the work assigned.

This job description does not constitute an employment agreement between the employer and employee.

Recommended Approval:



Department Director

Reviewed Approval:



Human Resources Management Director

Approved:



Village Manager

Effective Date:

1/1/2022

Revision Date:

6/1/2022