

BANNOCK COUNTY **CLASS SPECIFICATION**

PERMITS AND RECORDS TECHNICIAN - PLANNING

Department: Planning and Development
FLSA Designation: Non-Exempt

Pay Grade: 5
Effective Date: 2/08, 8/09

Purpose of Class

Provides customer service and performs technical and clerical duties to process official county records, documents, applications, and other materials; performs related work as required.

Primary Function

The principal function is to provide effective customer service, application and records intake management and maintenance, provide general clerical support, and answer phones in the Office of Planning and Development Services. This employee must possess clerical and customer service skills; he/she acquires knowledge of department functions through on-the-job experience and becomes a department-related specialist with a good working knowledge of department policies and procedures. The work is performed under the supervision of the Office Administrator. The principal duties of this class are performed in a general office environment.

Essential Duties and Responsibilities (will vary by assignment)

- Processes and receives payments; Composes routine correspondence; Prepares, distributes and maintains a variety of documents, correspondence, information packets, log sheets, applications, records, reports, and related documents.
- Responds to questions about the internet database for surveys & plats;
- Receives, scans, enters data into database and file subdivision plats, records of survey maps and other public record documents;
- Posts scanned images (plats, survey maps and etc.) to the main database for access on the County web site;
- Organize and prepare documents to be scanned and posted to the Internet database.
- Review scanned/imaged documents for accuracy, readability, legibility and adjust or rescan as needed.
- Index County land records and ensure that documents are kept in sequence.
- Receives, copies, scans, archives, verifies, proofs, and maintains a variety of documents.
- Prepares reports on building activity and other department projects;
- Data input and administer the permit-tracking database.
- Input data and administer the online survey and plat database.
- Input data and administer department databases. Make updates and corrections with information from other agencies/departments as needed.

- Calculates fees based on established fee schedules, and monitors approval of plans by other regulatory agencies;
- Performs records research in order to document project history compliance; coordinates permit processes with outside agencies to ensure that all permit requirements are being met;
- Ensures documents are complete with proper signatures, stamps or other written information
- Performs all work duties and activities in accordance with County policies, procedures and safety practices.

Other Duties and Responsibilities

- Performs other related duties as required.

Competency Requirements

Knowledge of:

- Operation of a personal computer and job-related software applications;
- Customer service procedures, techniques, and objectives;
- English grammar, spelling, composition, and punctuation;
- Current office practices and procedures;
- Bookkeeping and accounting practices and procedures;
- Record keeping and filing practices and procedures.

Ability to:

- Evaluate and analyze customer needs to provide exceptional customer service;
- Learn department functions thoroughly to provide general information and explain detailed department processes and procedures;
- Learn and explain development, building permit, and related regulatory compliance issues related to the department's function;
- Maintain records efficiently and accurately and to prepare clear and concise reports;
- Research information and data and prepare reports;
- Research and prepare maps, plats, and related legal and property description documents;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Perform duties accurately and efficiently under time sensitive deadlines;
- Respond courteously to customer inquiries, which are sometimes controversial or adversarial;
- Work well under pressure;
- Operate a variety of standard office equipment, including a personal computer using program applications appropriate to assigned duties;
- Establish and maintain effective working relationships with other County employees, supervisory personnel, state and local elected and appointed officials, and the public;
- Follow oral and written instructions;
- Communicate effectively both orally and in writing;
- Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions.

Acceptable Experience and Training

- High school diploma or GED equivalency is required; preferably supplemented with course work in office applications; and at least one class/course/certification in data entry or use of database software or specialized computer applications.

- Two (2) years general clerical experience required, preferably in a customer service position; or
- One (1) years experience in using a computer data management system.
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Special Qualifications

- Idaho drivers license may be required.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively on the telephone and in person;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions, review, prepare, and process documents, and organize documents and materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a personal computer and standard office equipment;
- Sufficient personal mobility, agility, strength, and physical reflexes, with or without reasonable accommodation, which permits the employee to sit and work at a keyboard for an extended period of time and work in an office environment.