CLASSIFICATION TITLE:	JOB NUMBER:	AFFILIATION:
Permit Technician I	7104	Unaffiliated (Non-Union)
REPORTS TO:	**PAY GRADE:**	**FLSA STATUS:**
Building Official	15	Non-Exempt

GENERAL SUMMARY

Performs basic administrative support work processing and issuing permits, providing customer service, maintaining records, coordinating the municipal business license review process, and related work. Work is performed under the moderate supervision of the Building Official (supervisor).

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Receives, reviews, and processes plans and applications for building, planning, and public works permits, and for other City departments as assigned; applies appropriate policies and procedures to determine completeness of applications and verifies application components are submitted properly; assesses fees and charges based on requests for service; applies decision-making skills for routing various projects to certain City departments and outside jurisdictions.
- Issues and approves non-complex permits for mechanical, plumbing, roofing, siding, or no-fee permits; issues all building, planning, and public works permits, and permits for other City departments as determined, and explains requirements and processes of the inspection request procedure to customers; follows up with permit applicants and permit holders regarding their project's status.
- Inputs, retrieves, and updates computer data and text information related to construction, permits, inspections, codes, and zoning violations, and building and

construction activity; receives and processes inspection requests from builders, contractors, and citizens using computer software; adds addresses and new building construction data into the City's GIS system; updates and maintain's the Development Services website (Building Division and Planning Division).

- Monitors temporary Certificates of Occupancy to ensure compliance and deadlines are met.
- Responds to customer inquiries, and requests for service and information; receives complaints related to the building and planning/zoning codes and initiates review by Code Enforcement; receives and posts payments for building permits, public works permits, planning applications, and energy service fees.
- Performs a variety of general clerical and public relations duties; prepares a variety of statistical and narrative reports; assists with public records requests involving building and planning permits.
- Performs general administrative duties; files, schedules appointments, composes, types, and proofreads a variety of documents.
- Attends Board of Adjustment, Planning Commission, and Hearing Examiner meetings; serves as clerk for Board of Adjustment and Planning Commission.
- Partner with Customer Service Representatives to seamlessly transition incoming business license applications from initial intake into the formal review pipeline.
- Take ownership of applications received from Customer Service, initiate the formal BL routing process and distribute files to city departments for comments.
- Act as the central point of contact for internal reviewers, compile all departmental comments or requirements and route back to BL Customer Service Representative.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Applicable Federal, State, and local laws, rules, codes and regulations related to assigned activities.
- City and department organization, operations, policies, and objectives.
- Basic terminology, practices, and procedures used in building trades and construction.
- Correct English usage, spelling, grammar, and punctuation.
- Modern office practices, methods, procedures, and equipment.
- Record-keeping principles, procedures, and techniques.
- Business letter writing and basic report preparation.
- Principles and procedures of manual and automated record keeping.

- General statistical procedures.
- Principles and procedures of accounting and bookkeeping.
- Interpersonal skills using tact, patience, and courtesy.
- Telephone techniques and etiquette.

Skills and abilities to:

- Establish and maintain collaborative, effective working relationships with cross-departmental staff.
- Learn, interpret, and apply department policies, procedures, organization, and operating details.
- Deal tactfully and courteously with the public in responding to technical questions and handling difficult customer complaints.
- Input, update, and maintain computerized data and text records, and perform data entry.
- Type 40 words per minute with accuracy.
- Understand and carry out oral and written directions.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise, and understandable manner to intended audiences.
- Operate a variety of modern office equipment to include, but not limited to, printers, copiers, calculators, multi-line phone systems, scanners, and fax machines, or other specialized equipment, and personal computers in a Windows-based computing environment using standard or customized software application programs appropriate to assigned activities.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Provide continuous effort to improve operations and work cooperatively and jointly to provide quality customer service.

SPECIAL REQUIREMENTS

None

EDUCATION AND EXPERIENCE

High school diploma or GED and two (2) years of experience working in a permit, planning or similar department or office, including one (1) year in an office setting or providing customer service.

COMPETENCIES

Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires regular and punctual attendance at the office or other assigned locations; occasional exertion of up to 25 pounds of force; work constantly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires reaching with hands and arms and occasionally requires standing, walking, stooping, kneeling, crouching or crawling and pushing or pulling; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data and using of measuring devices; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization *(for Archive)*

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 classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

Larry Parrish — 7/1/2026

Human Resources Director — **Date**

7/7/2026

Department Head — **Date**

7/7/2026

City Manager or Authorized Designee — **Date**