CLASSIFICATION TITLE:	JOB NUMBER:	AFFILIATION:
Permit Technician II	7212	Unaffiliated (Non-Union)
REPORTS TO:	**PAY GRADE:**	**FLSA STATUS:**
Building Official	16	Non-Exempt

GENERAL SUMMARY

Performs intermediate administrative support work processing and issuing various permits while coordinating permit reviews with other City departments and agencies, and related work as apparent or assigned. Work is performed under the limited 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.

- Serves as the intake and processing expert for planning, public works projects, and other City departments as assigned; assists the Permit Technician I position in all aspects of intake and processing; performs plan reviews for projects including signs, decks, patio covers, storage sheds, garages, and single-family residential additions, and other similar applications.

- Receives, reviews, and routes applications for commercial construction projects ensures application completeness; assesses the appropriate fees and determines the appropriate departments to review; processes refunds as needed; updates and informs customers of their application status as needed.

- Coordinates with internal and external departments or agencies for Labor & Industry approval, right-of-way requirements, and other agency or related requirements.

- Performs daily, weekly, and monthly reporting to various United States offices or departments, Washington state and related departments, and internal and external departments as needed and required; ensures needed changes to website information, application forms and other department forms are communicated to appropriate staff.

- Works as a liaison between permit applicants, plan reviewers, Building Official, and Planning Manager to ensure information is transferred accurately and timely; explains procedures and requirements to applicants; coordinates review process with other staff members and departments; compiles correction comments from other departments and issues correction letters.

- Reviews plat records to ensure permit applicants have complied with development regulations; ensures that permit applicants have obtained required approvals from other agencies and verifies completion of all special conditions prior to issuance of Certificates of Occupancy; tracks Certificate of Occupancy and issuance for single-family dwellings.

- Responds to and resolves difficult and sensitive citizen inquiries and complaints; answers customer complaints pertaining to application procedures, development regulations, or policies.

- Organizes multi department approved plans/permits; notifies customers of permit status; processes customer approved plans/permits; reviews for accuracy, completeness, and compliance with established procedures; receives, balances, and deposits payments, and maintains complex financial and accounting records.

- Assists with "City Street List" updates; coordinates address changes with other staff members; assigns address numbers to new parcels, including writing and mailing address change letters to property owners, utility purveyors, and other affected governmental entities.

- Serves as the Building and Planning divisions' Public Records Coordinator.

- Performs all functions of a Permit Technician I.

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.
- Principles and techniques of customer service.

- Terminology, practices, and procedures used in building trades and construction.
- Business letter writing and basic report preparation.
- Principles and procedures of accounting, bookkeeping. and statistical reporting.
- Modern office practices, methods, procedures, and equipment.
- Record-keeping principles, procedures, and techniques.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Interpersonal skills using tact, patience, and courtesy.
- Technical aspects of field of specialty.

Skills and abilities to:

- Learn, interpret, and apply department policies, procedures, organization, and operating details.
- Understand City development regulations and procedures.
- Understand City addressing system.
- Input, update, and maintain computerized data and text records, and perform data entry.
- Type 40 words per minute with accuracy.
- Maintain and prepare financial and complex clerical records and reports.
- Deal tactfully and courteously with the public in responding to technical questions and handling difficult customer complaints.
- 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.
- 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.
- Operate a variety of modern office equipment and personal computers in a Windows-based computing environment using standard or customized software application programs appropriate to assigned activities.
- 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, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.

SPECIAL REQUIREMENTS

- Valid driver's license.
- Permit Technician Certification upon hire and maintain throughout employment.

EDUCATION AND EXPERIENCE

High school diploma or GED and three (3) years of experience in an office setting, including two (2) years as a Permit Technician I or equivalent.

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; work requires the occasional exertion of up to 25 pounds of force; work constantly requires speaking or hearing and using hands to finger, handle or feel, frequently requires repetitive motions and occasionally requires standing, walking, sitting and reaching with hands and arms; 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, visual inspection involving small defects and/or small parts, operating motor vehicles or equipment, and observing general surroundings and activities; 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.

Human Resources Director	**Date** 7/1/2026
Department Head	**Date** 7/1/2026
City Manager or Authorized Designee	**Date** 7/1/2026