

Job Title: Senior Permit Technician – Development Services

Position Overview

The Senior Permit Technician performs complex technical, clerical, and customer service duties related to the processing and issuing permits and business licenses while also overseeing the work and professional development of Permit Technicians. This position serves as a subject matter expert and lead worker in the Permit Division, ensuring high compliance standards, efficiency, and customer service are maintained. The Senior Permit Technician works under general supervision but exercises considerable independent judgment and initiative.

Principal Duties and Responsibilities

Essential Functions

- Oversee and coordinate the daily operations of Permit Technicians; provide guidance, training, and performance feedback.
- Perform final quality assurance checks and approval of all permit submittals before issuance, ensuring compliance with applicable ordinances, codes, and County policies.
- Serve as primary technical liaison to applicants, developers, contractors, and staff regarding permit requirements, application procedures, submittal needs, and code compliance.
- Review complex and non-routine permit applications, plans, and supporting documents for completeness and accuracy.
- Calculate and assess appropriate permit, plan review, and service fees; verify availability of County services (e.g., water/sewer tap).
- Enter, track, and manage application data in the County's permitting software; generate reports and dashboards for management review.
- Coordinate interdepartmental reviews and approvals for construction and development projects.
- Ensure consistent application of policies and procedures; recommend and help implement procedural improvements and policy updates.
- Respond to escalated customer service inquiries and resolve issues with tact and professionalism.

Other Duties

- Participate in special projects and assist in developing and delivering training programs.
- Support permits software management, including configuration and troubleshooting.
- Maintain detailed records and prepare required reports and summaries.
- Perform other related duties as assigned.

Minimum Qualifications

A high school diploma or GED is required; an associate's degree in construction, engineering, planning, or a related field is preferred.

Minimum of five (5) years progressively responsible experience in permit processing, construction, planning, or related field, including supervisory or lead worker responsibilities.

Experience with municipal permitting and enterprise software (e.g., OpenGov, EnerGov, Accela) is strongly preferred.

Certification as a Permit Technician by the International Code Council (ICC) is required or must be obtained within 12 months of hire.

Knowledge, Skills, and Abilities

- Comprehensive knowledge of permitting procedures, construction terminology, and applicable codes/regulations (e.g., building, environmental, zoning).
- Proficiency in data management, permit software systems, and Microsoft Office applications.
- Strong mathematical skills for fee calculations and permit valuations.
- Ability to lead, mentor, and motivate team members in a collaborative environment.
- Excellent communication skills, including the ability to explain technical regulations clearly.
- Ability to manage multiple tasks and deadlines with high accuracy and attention to detail.
- Capacity to exercise sound judgment in various customer service and technical scenarios.

Performance Aptitudes

- **Data Utilization:** Analyze and synthesize data from multiple sources; generate insights for process improvements.
- **Human Interaction:** Supervise, train, and guide Permit Technicians; interact with the public and internal stakeholders.
- **Problem-Solving:** Handle challenging permit scenarios and customer concerns with discretion and creativity.
- **Judgment:** independently Apply County codes, zoning regulations, and procedural standards.

Special Requirements

Must possess a valid Georgia driver's license at the time of appointment and maintain it throughout employment.

You may be required to attend training and certification programs as mandated by the County.