



## Zoning Tech II

### **General Definition of Work:**

Under supervision of the Building Official is responsible for assisting citizens and contractors with general information regarding the application, review and approval process for building permits, zoning permits, development applications, business tax receipts, and contractor licensing. Employee functions at an intermediate level and is responsible for permitting administrative/clerical duties and document/file scanning, as assigned. Performs other duties in support of departmental objectives.

### **Essential Functions/Typical Tasks:**

- Ascertains the needs of customers and provides appropriate assistance and information, utilizing friendly and professional customer service skills.
- Processes requests for a variety of applications in a timely and accurate manner.
- Provides information about project status in appropriate software, as required.
- Performs both routine and non-routine administrative duties, as dictated by the nature of the task, e.g., data entry, records maintenance, filing, basic calculations.
- Maintains open communication with various departments, management, utility and private companies, property appraisers and the general public for the dissemination of information.
- Performs duties as assigned/necessary which are related, or logical in assignment to the position.

### **Knowledge, Skills, and Abilities**

General knowledge of departmental "Standard Operating Procedures".

General knowledge of land use development.

Ability to understand and follow written and oral instructions.

Ability to perform routine administrative support functions, e.g., data entry, typing, reports processing.

Ability to learn all processes relevant to the approval of building construction permits, e.g., plans review, licensing, permitting, inspections.

Ability to compose routine correspondence, summaries and reports in a clear and concise manner.

Ability to read, update and maintain various records and files.

Ability to perform routine mathematical computations and tabulations accurately and efficiently.

Skill in the principles and techniques of customer service skills; ability to act as a liaison.

Ability to access, operate and maintain various software applications.

Ability to operate basic office equipment.

Ability to establish and maintain effective working relations with department personnel, Inspectors, and the general public.

### **Education and Experience:**

High School Diploma or GED; a minimum of 5 years as a Zoning/Permit Tech I or equivalent level of experience and job performance, supplemented by one (1) to two (2) years responsible secretarial/customer service experience; or an equivalent combination of education, training, certification and/or experience. Must possess and maintain a valid FL Driver's License.

### **Physical Demand Requirements**

This is sedentary work requiring the exertion of up to 20 pounds of force occasionally, and a negligible amount of force frequently or constantly to move objects; work requires standing, fingering, and repetitive motions; 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; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, use of measuring devices, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

**Pay Grade:** 112

**Status:** Non-exempt, CWA

**Revised:** February 2019