



PERMIT AND DEVELOPMENT COUNTER TECHNICIAN, LEAD

Department: Planning and Public Works
Job Class: 483700
Pay Range: General 41

FLSA: Non-exempt
Represented: Yes

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in the class. Classification descriptions are not intended to reflect all duties performed within the job.

GENERAL FUNCTION: This is responsible technical and lead work for the Pierce County Development Center permit counter. The incumbent is a lead worker responsible for the timely and accurate completion of the duties assigned to the Permit Development Counter and assigned employees. Activities are governed by established policies, rules and procedures. Considerable latitude for independent judgment and action is exercised within the area of supervision.

SERIES CONCEPT: This position is distinguished from the Permit and Development Counter Technician by the lead worker responsibilities, a greater level of experience required, and a greater degree of independent judgment and action performed by the incumbent.

ESSENTIAL FUNCTIONS:

- Lead and coordinate activities of the Permit and Development Counter Technician's.
- Issue instructions and oversee work for exactness and conformance to established procedures and policies.
- Plan workload distribution, assign work, adjust assignments to accommodate work fluctuations and changes.
- Monitor work accomplishments and take corrective action to maintain acceptable quality standards.
- Resolve minor work problems.
- Create daily assignment schedules and training schedules.
- Provide input to employee performance evaluations.
- Orient and assist new employees and provide on-the-job training.
- Assist in the development, revision, implementation or evaluation of procedures or departmental changes.
- Provide technical assistance to subordinate staff, other departmental staff, and general public.
- Assist Quadrant Corporation with electronic building permit submittals.
- Assist the Boeing Company to arrange appointments and coordinate with other divisions for processing building permits.
- Effectively persuade, inform, educate, train, solicit information, motivate and direct a wide variety of individuals or groups.
- Establish and maintain effective working relationships with County officials, employees and the general public.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime.

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OTHER JOB FUNCTIONS

- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED: Work is performed under the general supervision of the Permit and Development Counter Supervisor, with the employee expected to plan and assign work to others independently, after objectives, priorities and deadlines have been defined; work is reviewed in progress and upon completion for conformance to codes, ordinances, internal procedures and timeliness. This position does not have supervisory responsibility, however, incumbents are responsible to lead and assign work to other employees. Latitude is given in the area of assigning and monitoring the work of others and assignment completion. This position may act in the absence of the Counter Supervisor.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Lead PDCT works in an office environment on a daily basis. Employees may be required to travel to various work sites and/or meeting locations throughout the region. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of overtime work outside of normal scheduled hours may be required. Extended periods of concentration and sedentary work are required. Work is subject to frequent interruptions and normal office noise.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the position. Physical activities required are finger dexterity to operate equipment used in the position, talking, seeing, and hearing. Walking, sitting, bending/stooping, pushing/pulling and minimal lifting associated with the job duties is required. Ability to travel to attend meetings away from regular work site may be required.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- General counter procedures and practices and of the technical and/or specialized functions, policies and procedures of the work unit.
- General principles of effective supervision, work scheduling and task assignment.

Skill in:

- Use of independent judgment and effective decision-making in the application of a wide variety of laws, policies and procedures and in effective problem-solving.

Ability to:

- Provide input during an employee performance evaluations.
- Establish and maintain effective working relations with co-workers, public and private officials, and the general public.
- Understand and effectively execute complex oral and written instructions and to apply available guidelines to widely various situations.
- Maintain a neat personal appearance and courteous attitude toward the public and fellow employees, even under stressful and unpleasant situations.
- Effectively communicate highly technical and complex rules, ordinances policies and procedures.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.

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KNOWLEDGE, SKILLS AND ABILITIES: (continued)

Ability to: (continued)

- Independently maintain responsibility for a variety of routine to complex activities.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

MINIMUM REQUIREMENTS TO APPLY: Three (3) years of progressive responsible experience in a land use/building construction permitting facility. Lead or supervisory experience preferred. Additional education or related experience may substitute for the recruiting requirements, which provides the applicant with the skills, knowledge and ability to perform the job.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: Ability to successfully complete Pierce County background investigation. A valid Washington State driver's license may be required.