



Job Description

TITLE: Building Division Counter Technician	JOB CODE: 3470
DEPARTMENT: Community Development	FLSA: Non-Exempt
PREPARED: November 2005	FLSA CLASS: Professional
UPDATED: April 4, 2022	WORK LOCATION: Aztec, NM
	REMOTE WORK ELIGIBLE: NO

Summary: Under general supervision, performs technical tasks as the front-line person for building inspection; receives plan submittal documents; processes documents and maintains departmental information and reports; explains procedures and distributes technical information to applicants; supports the Building Division in all functions pertaining to the building process.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Provides a high level of customer service; provides the public with a variety of information related to their questions, determines the customer's purpose, and provides the most effective service to each customer.
- Reviews application materials for completeness and accuracy, assists the public in completing and filling applications and other necessary forms.
- Asks clarifying questions to determine the customer's purpose; provides information and service to assist the customer in completing their building plans.
- Inputs information into a data base computer system; issues permits that have been reviewed by a building official and comply with applicable building codes.
- Computes and collects permit fees.
- Researches files and collects status of permits or other information to assist staff, customers, and preparation of monthly reports; meets established deadlines and maintains all pertinent records.
- Performs other related duties as assigned.

Required Knowledge and Skills:

- Knowledge of construction practices and materials.
- Knowledge of the general procedures for building permits.
- Knowledge of public relations and customer service principles, practices and techniques.
- Knowledge of County policies and procedures.
- Skill in establishing and maintaining effective working relationships with County staff and the general public.
- Skill in compiling information, preparing reports and maintaining accurate records and files.
- Skill in following oral and written instructions, policies and procedures.
- Skill in providing a high level of customer service.
- Skill in the use of a personal computer and standard business software.
- Skill in communicating effectively, both orally and in writing.

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Building Division Counter Technician

Education and Experience

- High School Diploma or GED equivalent. College degree preferred.
- Must become ICC (International Code Council) certified as a permit technician within the first year of employment.
- Valid State of New Mexico Driver's license or able to obtain within six (6) months of employment.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- May be subject to bending, reaching, kneeling and lifting such as retrieving files, records, and reports.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.

Approvals:

Employee:	_____	Date:	_____
Supervisor	_____	Date:	_____
Department Head:	_____	Date:	_____