

South Jordan City

Job Description

Title:	Permit Technician III	Effective Date:	10/20/2025
Org:	100420 / 100400	FLSA:	Non-Exempt
Pay Grade:	GH14	Workers Comp:	Clerical

GENERAL PURPOSE

Perform a variety of customer service duties as needed to expedite the receiving and processing of development applications, permitting, requests for inspections, and other various support duties for the Engineering Services and Planning Departments.

SUPERVISOR

Operations Manager

POSITION(S) SUPERVISED

None

ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's supervisor.

Job attendance is required, except for authorized leave. Occasional, 20% or less, of the essential job duties may be performed regularly from a remote location upon authorization.

Perform general administrative functions to ensure office effectiveness and efficiency. Responsibilities include answering phones, routing calls, taking and relaying messages, and handling in-person inquiries at the front desk.

Provide customer service by offering information to inquiring parties and making reasonable efforts to respond to and resolve basic issues or questions from the general public, contractors, developers, and city officials related to department functions and public concerns.

Compose routine letters, reports, emails, meeting packets, and minutes; compile information and documentation related to agenda items, including reports, maps, letters, etc. based upon city council and planning commission approval; include notice of award, agreements, contracts, and informative notices;

Coordinate with internal departments to review and finalize plats and related documents, and ensure they are properly recorded with the county.

Receive and accept plans for new residential and commercial developments related to building, engineering, and planning applications; manage the intake process for information and documentation to support internal reviews of plans and specifications; issue certificates of occupancy or completion; release

electrical and gas clearances; process credit card and check transactions related to applications or agreement bonds; and coordinate with developers regarding revisions and resubmissions.

Receive requests for and schedule building inspections through City Software and maintain various departmental records and files.

Assist with record management requirements for the building department.

Assist the Operations Manager when necessary in performing their duties and tasks.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from High School or G.E.D.;

AND

B. (3) years' experience in office administration, customer service or related duties above

2. Special Qualifications:

Local government experience preferred

Licensed in the State of Utah as a Notary Public

Valid Utah Class D Driver License

ICC Permit Technician Certification

Engineering Services and Planning Departments Knowledge Test

This position requires the employee to have expert knowledge in all job-related skills used in the Engineering Services and Planning Departments.

3. Knowledge, Skills, and Abilities:

Advanced knowledge of: modern office practices and procedures; grammar, spelling, and punctuation; modern filing systems related to alphabetical and numeric files; telephone etiquette; various office machines.

Advanced knowledge of administrative procedures and legal processes associated with the maintenance of public records and documents; current codes, standards, safety practices, and principles required to meet engineering standards; and the planning and zoning code.

Ability to operate a personal computer, Microsoft Office software (Word, Outlook, Excel), and Adobe software. Ability to learn new computer programs (CityView and other city software).

Ability to exercise initiative, independent judgment, and to act resourcefully under varying conditions; communicate effectively verbally and in writing; ability to establish and maintain effective working relationships with co-workers, elected officials, and other agencies of the public;

problem solve and make informed decisions; perform general bookkeeping; establish and maintain comprehensive records and files.

Ability to work with the public and city staff in a busy and often stressful environment with a professional and positive approach; skill in the art of diplomacy and cooperative problem solving.

4. Working Conditions:

The incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, reaching, talking, hearing, and seeing. Rapid work speed is required when performing keyboard operations. Common eye, hand, finger, leg, and foot dexterity exist. Mental application utilizes memory for details, verbal instructions, emotional stability, critical thinking, and some guided problem solving.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights for any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.

Human Resources Use Only

Job Class:	Permit Technician	EEO-4 Class:	Adm Support
Location:	Building, Engineering, Planning	EEOP Class:	Adm Support
Group/BU:	General Pay Plan	Tech-Net Match:	316