



City of Milford  
Permit Technician, Senior  
Pay Grade: 5

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**Employment Status:** Full-Time

**FLSA Status:** Non-Exempt

**Experience Required:** Two (2) years' administrative experience planning and code enforcement functions or any combination of experience and training which provides the required knowledge, skills, and abilities. NIMS (National Incident Management System) ICS-100, ICS-200 training; FEMA IS- 700 training; a comparable amount of training and experience may be substituted for the minimum qualifications. Possession and retention of a valid motor vehicle operator's license issued by the State of Delaware is required. Must pass pre-employment testing for substance abuse and criminal background. Subject to random drug testing in accordance with City policy. Permit Technician Certification is preferred.

**Minimum Education Requirements:** High school diploma or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

**Direct Supervisor:** Planning Director

**Supervisory Responsibility:** None

**Primary Work Location:** Office setting. Essential functions are regularly performed without exposure to adverse environmental conditions.

**Physical Demands:** Sedentary work which requires exerting up to 10 pounds of force. Requires the ability to exert light physical effort which may involve some lifting, carrying, pushing, and/or pulling of objects and materials of light weight. Tasks may involve extended periods of time at a keyboard or workstation. Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

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**Job Summary:** The Permit Technician, Senior performs administrative, technical, and clerical tasks for the Department, including the intake and processing of applications and permits for building construction, licensing, and land use. Additional related duties are carried out as needed.

The Permit Technician, Senior shall be committed to the mission, vision and values of the City and demonstrate such through ethical conduct, community stewardship, individual initiative, and responsive service.

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**Supervision Received:** Work is performed under the general supervision of the Planning Director.

**Essential Job Functions:** An employee in this position may be called upon to do any or all of the following essential duties:

- **Administrative & Clerical Coordination:** Coordinates the department's administrative functions by establishing efficient filing and record-keeping systems, workflows, application forms, inspection scheduling procedures, and payment processing procedures; performs general clerical support by composing correspondence, maintaining filing systems, sorting mail, answering phones, processing payments, and scheduling inspections.
- **Permit & Licensing Administration:** Oversees the daily duties of the Permit Technician and assists with the administration of building permit and inspection services as well as the business, residential rental, contractor, and vendor licensing programs; reviews, processes, and issues the necessary licenses.
- **Office Supply & Procurement Management:** Tracks and monitors office supply inventory, arranges for replenishment, and processes all department requisitions and purchase orders.
- **Meeting & Communication Support:** Assists in preparing meeting materials—such as mailings and packets—for the Planning Department; supports Code Enforcement by addressing public inquiries and conducts research to answer questions related to building inspections, code enforcement, zoning requirements, subdivision procedures, and variance processes.



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- **Technical Data Entry & Processing:** Performs technical tasks and data entry for the intake and processing of building permits, code enforcement violations, rental inspections, land use applications, and other Planning Department functions.
- **Other Duties:** Performs related work as assigned.

**Essential Functions, Qualifications, & Knowledge, Skills, and Abilities (KSA) for Employment:** An employee in this class must have the following knowledge, skills, and abilities upon application:

**Knowledge**

- Office equipment and machines, including personal computers.
- Software used for related tasks.
- Windows and other Microsoft Office products (Word, Outlook, Access, Excel, and PowerPoint), City’s time keeping system.
- All facets of City government

**Skills**

- Excellent verbal and written communication with other employees and the public
- Time management; completes tasks in a timely fashion.
- Strong decision-making ability and judgment
- Software applications that apply to work assigned

**Abilities**

- Maintains the highest level of confidentiality and professionalism, while completing time-sensitive duties with dedication, detail, and accuracy.
- Multi-task and work independently.
- Exercises independent judgment in accordance with established policies and practices.
- Deals tactfully and courteously with the public and with fellow employees.
- Edits, proofreads, and meets standards of quality for reports, forms, and other material to be internally and externally distributed.
- Maintain complex office records and to prepare reports from such records.

**Signatures / Date**

- I have read the job description for my position. I understand and accept the requirements as stated.
- I have read the job description for my position. I would like to have a second review of the job description with my manager and human resources.

Department Director:

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Employee:

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Human Resources Director:

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