

CLASS SPECIFICATION FOR  
**Permit Clerk**

---

**GENERAL STATEMENT OF DUTIES:** Performs complex public contact and clerical work in the preparation and issuance of various permits issued by the County; does related work as required.

**DISTINGUISHING FEATURES OF THE CLASS:** This is full performance level permit work determining the type of permit required, preparing, issuing and processing permits and calculating permit fee. Because considerable public contact is involved, the incumbent demonstrates tact, good judgment, and patience. Work problems involving departures from established rules and regulations are reviewed by superiors for final decisions. The employee works with independence of action on most aspects of work and with assistance on matters of policy. Receives general supervision from the division head or manager to which assigned.

**EXAMPLES OF WORK** (illustrative only);

- Receives applications and determines the type of permit required;
- Processes and issues permits to builders, contractors, and other individuals for all construction, modification and repair of buildings; electrical, plumbing, mechanical or gas projects; house moving and demolition; and certificate of occupancy;
- Assists builders, contractors, and property owners in making application for various types of permits and advises applicants on requirements;
- Checks qualifications of contractors to perform work as described by application for permits;
- Uses a computer terminal to enter and retrieve data;
- Operates adding machines, calculators and other standard office equipment;
- Maintains complex records and filing systems alphabetically, numerically, or by other classification;
- Assists contractors, homeowners and other individuals by telephone or correspondence;
- Supplies routine information on agency and departmental policies and procedures;
- Refers more difficult queries to appropriate officials;
- Types permits, forms, memoranda, letters;
- May compose routine letters independently;
- Performs related work as assigned.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:** Good knowledge of the BOCA, National Electrical and County codes; considerable knowledge and understanding of common technical terms utilized in the construction industry; good knowledge of office terminology, procedures and equipment; ability to understand and follow complex oral and written directions; ability to make arithmetic computations with speed and accuracy; ability to deal with the public tactfully and courteously; ability to effect and maintain good working relationships with employees and the public; ability to type accurately with moderate speed.

**MINIMUM EDUCATION AND EXPERIENCE:** Graduation from high school and two (2) years of Permit Clerk Trainee or equivalent experience interpreting the BOCA, National Electrical and related Henrico codes to the public; OR, any equivalent combination of experience and training which provides the required knowledge, skills and abilities.