

**CIVIL SERVICE COMMISSION
WATERBURY, CONNECTICUT**

OPEN COMPETITIVE EXAM #2627

OPEN COMPETITIVE EXAMINATION FOR: PERMIT TECHNICIAN (Non-Exempt)

SALARY: \$20.25 ~ \$24.98/hr., 35 hrs./wk. paid bi-wkly. (NOTE: New hires start at the beginning of the range)

FRINGE BENEFITS: Choose from available health insurance plans (employee contributions vary) Prescription Drug Rider, Dental Plan, Group Life Insurance for Individual; Retirement Plan; paid Holidays; paid Vacation Days; paid Sick Days; paid Personal Days.

LAST DAY FOR FILING APPLICATIONS

Applications, which may be obtained by visiting our website at www.waterburyct.org or at the Civil Service Office, Chase Municipal Building, 236 Grand St., Waterbury, CT 06702 & must be on file by 4:30 p.m. on:

Until Sufficient Applications are Received

IMPORTANT:

1. Veterans – Veteran's points will be awarded in accordance with the Connecticut State Statute. Five (5) for non-disabled veterans, ten (10) for disabled veterans. Proper documentation must be submitted to the Personnel Director before the date of the examination.
2. Residents – Residency points shall be added in accordance with the amendment to the Civil Service Ordinances dated March 18, 2011. Proper documentation and proof of residence must be submitted no later than the closing date for applications.

EXAMPLES OF WORK: (Illustrative only)

Performs customer service functions by telephone, email and/or in person. Provide information and assistance related to application procedures for all types of permits. Reviews, analyzes, inputs and retrieves data from applications for all required information and/or documentation. Directs application for necessary review and monitors progress of permit review. Assists the public in completing applications for permits, verifies completion of all required reviews, notifies applicant of approved permit applications, and collects fees. Serves as point of contact for the applicant, under the direction of the inspector, determines which agencies must review applications and routes permit applications to various departments for review. Handles requests for information submitted by customers.

Review, respond, and take appropriate action on emails submitted to the Department of Inspection/Permit Center. Handles customer questions and problems regarding permit requirements and refers technical questions to appropriate staff or department. Reviews fees to be collected for accuracy. Collects and enters payments into the City View Permitting System and provides receipts to the customer. Creates and maintains detailed spreadsheets concerning permitting activity.

Assists inspectors in the creation of code enforcement documents and enters new code cases into the City View Permitting System. Perform a wide variety of general clerical work including the maintenance of accurate and detailed files and records. Operate a variety of office equipment including telephones, computers, copy and scanning. Perform additional related duties as required.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES:

Good knowledge of office terminology, procedures and equipment; Good knowledge of business arithmetic and English; Ability to maintain complex clerical records and prepare reports from such records; Ability to make minor decisions in accordance regulations and established policies; Ability to learn the permit process and the City View Permitting System; Good knowledge of MS Word and Excel; Ability to accurately input and access data using a computer and the City View permitting system; Good knowledge of records maintenance; Ability to communicate effectively, both orally and in writing; Ability to deal tactfully and fairly with complaints and act positively with the public; Ability to deal effectively with others, including but not limited to, contractors, the general public and other City employees.

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**IN ORDER TO BE CONSIDERED FOR THIS POSITION YOU MUST INDICATE
ON YOUR APPLICATION THAT AS OF THE CLOSING DATE YOU HAVE THE
FOLLOWING EXPERIENCE:**

Associate's Degree and three (3) years of work experience performing moderately difficult administrative/account keeping tasks with a high level of experience in customer relations involving extensive telephone and in-person customer interaction; **or** a High School Diploma or GED plus five (5) years of work experience performing moderately difficult administrative/account keeping tasks with a high level of experience in customer relations involving extensive telephone and in-person customer interaction.

Regardless of which you have above you must also have:

1 year of experience with data entry and cashiering preferably in the use of permitting software computer system (such as City View).

**COPIES OF APPLICABLE EDUCATIONAL DOCUMENTS
MUST BE SUBMITTED AT TIME OF APPLICATION**

This position is covered under the written agreement between the City of Waterbury and the White-Collar Union. The Parts and Weights for this examination will be determined prior to conducting the exam. Individuals appointed shall be required to serve a working test period which will be, in effect, the final phase of the examination. Appeal Process- An applicant may appeal notice of not meeting the minimum qualifications (Civil Service Rules and Regulations, Section 3741, Subsection B, Article 9) to the *Civil Service Commission* within seven (7) days of the date on such notice. Please notify the Civil Service Office of a change in address. Notification will be mailed to the address written on your application.

THE CITY OF WATERBURY IS AN EQUAL OPPORTUNITY EMPLOYER

E.O.E. M/F/D/V

EEOP Utilization Report at www.waterburyct.org

11/7/24 USAR mj

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WORKING CONDITIONS, PHYSICAL AND MENTAL REQUIREMENTS

Employees appointed to positions in this class must have adequate physical strength, stamina, physical agility and visual and auditory acuity and must maintain such physical fitness as to be able to perform the duties of the class. A physical examination may be required.

PERMIT TECHNICIAN-BUILDING DEPARTMENT PERMIT CENTER

Frequency: Place an "X" in each box that is appropriate to your job.

NEVER (N)	OCCASIONALLY (O)				FREQUENTLY (F)	CONSTANTLY (C)			
0 % of Shift	1-33% of Shift				34-66% of Shift	67-100% of Shift			
Working Conditions	N	O	F	C	Working Conditions	N	O	F	C
Physical Demands					Depth Perception				X
Standing			X		Color Distinction			X	
Walking			X		Peripheral Vision			X	
Sitting				X	Driving	X			
Lifting		X			Physical Strength:				
Carrying	X				Little Physical Effort (-10 lbs.)			X	
Pushing	X				Light Work (-20 lbs.)	X			
Pulling	X				Medium Work (20-50 lbs.)	X			
Climbing	X				Heavy Work (50-100 lbs.)	X			
Balancing		X			Very Heavy Work (100+ lbs.)	X			
Stooping		X			Environmental Conditions				
Kneeling		X			Cold (50 degrees F or less)	X			
Crouching		X			Heat (90 degrees F or more)	X			
Crawling	X				Temperature Changes	X			
Reaching	X				Wetness	X			
Handling		X			Humidity	X			
Grasping		X			Extreme Noise or Vibration	X			
Twisting	X				Exposure to Chemicals	X			
Feeling		X			Exposure to Gases and Fumes	X			
Talking				X	Exposure to Unpleasant Odors	X			
Hearing				X	Exposure to bodily fluids	X			
Repetitive Motion					Exposure to dampness	X			
Hand/Eye/Foot Coordination			X	X	Confinement to Small or Restricting Area	X			
Visual Acuity/Near			X		Mechanical Hazards	X			
Visual Acuity/Far			X		Physical danger or abuse	X			

Prepared: 4/17/24 **PERMIT TECHNICIAN-BUILDING DEPARTMENT PERMIT CENTER**