

Permit Technician

MCKENNA

McKenna's dedicated planning, design and building professionals are in the business of making hometowns home. For over forty years, we have partnered with municipal leaders to develop and maintain communities for real life. McKenna's services include building department staffing, plan review, code inspection and code enforcement as well as master planning, economic development, zoning and urban design. We are looking for rock star candidates with great customer service experience and skills. If this sounds like you, we need to talk.

RESPONSIBILITIES

The Permit Technician will work within a municipal building department in the Metro Detroit area and perform critical tasks as front-line personnel related to customer service and construction development. Duties include reviewing, accepting, distributing, processing, documenting, and maintaining departmental information, reports, plans, specifications, applications, and permits and related inspections according to established guidelines. The Permit Technician will provide ongoing administrative, organizational, and technical support to the Building Department Inspection Division staff and other departments associated with permit issuance.

PERFORMANCE STANDARDS

Permit Technicians are evaluated on specific performance standards some are listed below:

- Capability to multi-task, set priorities, and work under pressure
- Knowledge of local building codes, ordinances, planning review process
- Reliable and regular attendance
- Interpretation of codes in the field and ability to provide code compliant solutions
- Must possess the ability to positively interact with staff members, the public, contractors, governmental entities, and other clientele

POSITION REQUIREMENTS

- The ideal candidate will have a minimum of two (2) years of customer service and administrative experience involving public contact, preferably in a municipal setting; or one (1) year of experience as a Permit Technician with a private or public agency.
- Excellent customer service skills, administrative, multi-tasking, and organizational skills are a must to handle face-to-face inquiries from the public, direct calls, issue permits, answer a multi-line telephone, and maintaining files and records.
- Proficiency in utilizing Microsoft Office Suite is required.
- Experience utilizing BS&A software is a plus or capability and willingness to be trained in the software.
- Ability to work 100% onsite in a Metro Detroit municipality office.

BENEFITS

McKenna offers the following benefits: Health, dental and vision insurance, life insurance, short and long-term disability, 401(k), PTO, flexible spending accounts, health savings accounts, employee assistance plan.

HOW TO APPLY

We offer competitive compensation based on experience. To apply for this position, send your resume to hr@mcka.com.

McKenna is an Equal Opportunity Employer and celebrates diversity, equity and inclusion and strives to create a dignified work environment where team members can thrive. Candidates with non-traditional backgrounds and transferable experience are encouraged to apply.