

# License and Permit Technician—non-exempt Grade 36

City of Muskogee

Updated 08/2013



## CLASS TITLE: License and Permit Technician

### PURPOSE OF THE CLASSIFICATION:

Perform a variety of office work ensuring compliance with the City business license regulations and regulatory permits; issues appropriate receipts, licenses and/or permits to enforce municipal codes; and performs related work as required.

### ESSENTIAL TASKS:

- Answers telephones and gives information to callers, takes messages or transfers calls to appropriate individuals.
- Greets visitors and callers, handles their inquiries and directs them to the appropriate persons according to their needs.
- Opens, reads, routes and distributes incoming mail and other material and prepares answers to routine letters.
- Receives and reviews licensing and permit applications for businesses, rentals, beer, special events, parking, pets and various other functions; determines if licensing is required.
- Provides information and guidance to the public pertaining to licensing; develops and maintains various information materials concerning licensing requirements; assists the public with general licensing information and in completing needed forms.
- Sends annual business renewal notices; renews and posts as necessary internally.
- Generates and sends monthly statements for appropriate industrial pre-treatment, weed and demolition charges, outside fire runs, hazmat responses and false fire alarms.
- Generates and issues alarm permits, tracks and runs reports of false alarms.
- Generates and records weed, grass and trash liens and demolition liens and maintains appropriate files.
- Receives applications for fireworks stands and displays; verifies accuracy of specific requirements; issues permits.
- Certifies lien assessments to County Treasurer.
- Releases and records lien dismissals as appropriate.
- Sets up and maintains demolition bonds; releases funds when project is complete and released by City inspector.
- Records cemetery deeds and files appropriately.
- Completes, answers and files record requests from citizens and businesses.
- Monitors insurance certificates and ensures all are currently maintained.
- Orders supplies as needed for department; codes, receives and files invoices appropriately.
- Operates office equipment such as fax machines, copiers and phone systems and uses computer for spreadsheets, word processing, database management and other applications; learns to operate new office technologies as they are developed and implemented.
- Performs other work as necessary and or as assigned.
- Must report to work on a regular and timely basis.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position.

### REPORTING RELATIONSHIPS:

The License and Permit Technician reports directly to the City Clerk/Customer and Support Services Director.

The License and Permit Technician does not have any direct reports or supervisory responsibilities.

### QUALIFICATIONS:

Training and Experience: High school diploma or equivalent with specialized course work in general office practices such as computer operation, filing, accounting and/or bookkeeping and three (3) years of increasingly responsible related office experience or an equivalent combination of related education and experience.

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**Knowledge, Abilities and Skills:** Considerable knowledge of computers and electronic data processing; knowledge of modern office practices and procedures. Ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations. Skilled in typing to effectively complete work assignments, type correspondence, transcribe minutes, disseminate information to staff and others, etc.; skilled to effectively provide written and oral communications. Performance tests of skill in the use of a computer keyboard with speed of at least 10,000 keystrokes per hour and 40 WPM. Must be proficient with computers and other office equipment with considerable knowledge in WordPerfect and Microsoft programs.

**Physical Requirements:** The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job in compliance with the Americans with Disabilities Act (ADA) requirements. On a case-by-case basis, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, arm and hand steadiness and finger dexterity will be needed enough to use a keyboard and telephone. Occasional sitting and standing is required. Occasional lifting and carrying of objects up to twenty (20) pounds. Occasional reaching, balancing, stooping, kneeling, crawling, twisting, handling and repetitive movements. Vision, speech and hearing sufficient to perform essential tasks. Punctuality and reasonable attendance is essential. Must submit to drug screening and fitness to work physical exam.

**Licenses and Certificates:** Possession of a valid Oklahoma Class D driver's license is required. Requires ability to receive, within three (3) months of employment, and maintain a Notary Public Certification.

**WORKING ENVIRONMENT:** Work in this classification is primarily indoors in an office environment. Will travel to other City locations as required.

**STARTING PAY:** \$13.41/hr. - \$19.44/hr. Excellent employee benefits (insurance, vacation leave, sick leave, retirement, holidays).

**WORK HOURS:** 8:00 a.m. to 5:00 p.m., Monday through Friday.

**WORK LOCATION:** City of Muskogee City Clerk's Office, 229 West Okmulgee Avenue, Muskogee, Oklahoma.

**RESUMES MAY BE SUBMITTED BUT WE REQUIRE THAT OUR EMPLOYMENT APPLICATION BE COMPLETED AND SUBMITTED ALSO.** The employment application can be found on our website: <http://www.cityofmuskogee.com>. Just click on "Departments" (in the green bar toward the top of the page), then click on "Human Resources" (on the left side of the page), then click on "Links and Downloads" (on the left side of the page), then click on "Applications" (toward the bottom of the page), then click on "City of Muskogee Employment Application" (you can be print and fill out), or one can be faxed, emailed or mailed to you or you can pick one up from the City of Muskogee Human Resources Department at 229 West Okmulgee Street (the three story red brick building (Muskogee Municipal Building) at the southeast corner of 3<sup>rd</sup> and Okmulgee Streets). The Human Resources Department is located on the First Floor, Room 102. Applications can be returned to the same address or by mail: City of Muskogee, Human Resources Department, P. O. Box 1927, Muskogee, OK 74402-1927; by fax: 918-684-6223; or by email: [jkennedy@muskogeeonline.org](mailto:jkennedy@muskogeeonline.org). If you should have any questions, please call the Human Resources Department at 918-684-6221 or inquire in person at the address above or fax or email (above).

**DEADLINE FOR APPLICATIONS:** There is no deadline for applications for this position. It will be open until filled.

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