

**Minnesota Building Permit Technicians Association DACUM**

Duties	Tasks	2	3	4	5	6	7	8	9	10	11	12	
	1												
A	<b>Manage Department Workflow</b>	Prioritize Tasks	Meet Goals and Deadlines	Respond to Walk in Requests	Verify Submittals (Plans, Applications)	Verify Licenses	Process Applications	Route Submittals	Calculate Permit Fees and Valuations	Review Plans (Decks, Basement Finishes, Pools, Garages)	Coordinate Other Services	Schedule Inspections	Issue Permits, Certificate of Occupancies, and City Licenses
B	<b>Provide Customer Service to Public</b>	Develop Rapport with Contractors/Customer Base	Respond to Customer Requests/Complaints (Internal, External)	Disseminate Information	Educate the Public (Codes, City Processes, Forms)	Perform Research (Codes, Ordinances)	Schedule Inspections	Create and Maintain Handouts and Forms					
C	<b>Provide Administrative Support</b>	Act as Department Liaison	Provide Consultation of City Processes and Procedures to Department, Staff, and Other City Departments	Generate Correspondences	Perform Research	Maintain Code Administration Supplies and Resources	Perform Miscellaneous Financial Transactions	Consult on Budget	Provide Coverage for Other City Departments	Serve on Committees	Perform General Office Functions		
D	<b>Maintain Knowledge Base</b>	Network With Other Professionals and Agencies	Participate in Professional Organizations	Attend Professional Development Seminars (AIBO, Chapter Meetings, Region III, MBPTA Fall Education)	Attend Internal Trainings and Meetings	Participate in Cross Training	Read Newsletters and Professional Publications	Attend User Group Meetings					
E	<b>Manage Programs, Processes, and Policies</b>	Identify Needs	Prioritize Programs, Processes, and Policies	Develop Programs, Processes, and Policies	Analyze Data	Identify Efficiencies for Continuous Quality Improvement	Coordinate Educational Workshops	Train Other Employees					
F	<b>Manage Data</b>	Maintain Databases	Maintain Address Files	Respond to Data Requests	Develop Spreadsheets	Generate Reports (SAC, Sate Surcharge, Census, Key Stone, Met Council, Department of Revenue, MPCA, and Internal	Retain Documents						

**Equipment and Tools**

Computer	Reference Books
Software	Cash Register
Tablets	Internet
Phones	Credit Card Terminal
Fax Machine	Postage Machine
Scanner	Architects Scale
Ergonomically Correct Work Station	Engineers Scale

**Knowledge and Skills**

Fire Sprinklers	Plan Review	Data Privacy	Customer Personalities
Septic Systems	Decision Making	Crisis Management	Zoning
State Licenses	Listening	Time Management	Other Department Policies
Building Codes	Communication	Commercial/Residential	Political Climate
Statutes	Multitasking	Construction codes	Problem Solving
Ordinances	Anticipating Needs	Construction Process	Critical Thinking
GIS	Influence	Geography of City	Trouble Shooting
Policies	Document Retention	City Demographics	Housing Codes
Building	Math	Intent and Purpose of Codes	Rental Licensing
Valuation/Construction Costs	Health, Safety, and Welfare	Accounting	Self Control

**Attitudes**

Cheerful	Integrity	Reliable	Empathetic
Helpful	Diplomatic	Go to Attitude	Non-Judgmental
Confidant	Patience	Tolerant	Ethical
Adaptive	Focus	Tactful	Respectful
Honest	Professional	Discretion	

<b>Future Trends</b>			
Electronic Submittals	Electronic Correspondences	Webinars	Less Face-to-Face Interaction
Electronic Plan Reviews	Efficiencies with Technology	You Tube/Google	Kiosks
Online Permit Issuance	(Emailing Permits, Contractor	Lost Knowledge	Drive Through
Inspections Via Video	License)	Social Media (Facebook,	More Automation
Technology	Electronic Signatures	Twitter)	Online Scheduling
<b>Job Titles</b>			
Building Technician	Assistant to Chief Building	Secretary/Land Use Technician	Administrative
Senior Inspection Clerk	Official	Clerical Technician IV	Assistant/Permit Technician
Community Development	Office Support	Building Permit Technician	Administrative Secretary
Assistant	Community Development	Office Specialist	Receptionist/Building Permit
Community Development	Technician	Permit Technician	Technician
Administrative Assistant	Office Assistant (Community		Community Development
	Development/Administration)		Secretary
<i>Sponsoring Organization-Minnesota</i>		<i>Facilitated and Organized By-Matt</i>	
<i>Building Permit Technicians Association</i>		<i>Simoneau, UW-Stout</i>	
<i>Date of DACUM-December 12, 2014</i>			
<b>DACUM Panel of Experts</b>			
<b>Participant</b>		<b>Organization</b>	
Michele Engberg		Goodhue County	
Barb Williams		City of Otsego	
Grace Walsmley		City of West St. Paul	
Maureen Geier		City of Stillwater	
Patti Dillon		City of Cottage Grove	
Sandy Rickerl		City of Owatonna	
Britt Pease		City of Andover	
Jeanne Witczek		City of Minnetonka	
Katy Hauan		City of Ramsey	
May Vang		City of New Brighton	
Barb Benesch		City of Mounds View	
Joann Krueger		City of Burnsville	