Human Resources
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Permit Technician Lead

JOB CODE	JOB FAMILY	PROFILE
JCV519	**Planning, Development & Protection**	**Permit Technician Lead**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$22.81 - $36.01**	**August 28, 2026**

The Permit Technician Lead performs advanced paraprofessional and technical work related to permit applications, building inspections, codes, and permit processing. Serves as the lead for Permit Technician staff, organizing, prioritizing, and delegating assignments while monitoring operational quality and efficiency. Oversees front counter activities across the Planning & Development Services Department and related sections. Trains and supervises staff and serves as a key liaison with developers, architects, engineers, consultants, external agencies, citizens, and County staff regarding development projects and department procedures.

Job Description

DUTIES AND RESPONSIBILITIES

- Provides daily leadership and supervision to Permit Technician staff; assigns and monitors Accela workflow for building permits and business license applications.
- Conducts permit and plans review activities; provide public assistance at the front counter and by phone on matters related to building, zoning, and environmental regulations.
- Coordinates circulation of plans among reviewers; communicates with contractors regarding permit status and refers customers to appropriate departments for corrections.
- Researches property and permit history; investigates complaints through site inspections and discusses compliance options with property owners and contractors.

- Coordinates with relevant agencies to research ownership records and initiate corrective actions for problem properties.
- Assists with complaint resolution involving food establishments, illegal dumping, sanitation, and noise issues.
- Reviews planning, zoning, building, and health protection applications for completeness before assigning case or permit numbers.
- Issues business licenses, processes trade permits, schedules inspections, and collects fees as needed.
- Ensures letters of violation are issued in response to complaints and coordinates compliance efforts in accordance with County ordinances.
- Generates and processes information related to zoning, building, and planning regulations, including updates based on ordinance changes.
- Responds to complex email and fax inquiries that other Permit Technicians are unable to address.
- Trains and supports new staff; creates user manuals, customer handouts, and checklists to improve service delivery.
- Provides feedback and guidance to customers on zoning, land use, and permit options.
- Assists customers with detailed technical elements of land use and building applications; participates in development review processes and public hearings.
- Acts as liaison with consultants, developers, engineers, architects, external agencies, community groups, and internal County staff regarding development projects and department policies.
- Evaluates pre-application materials and provide guidance for planning, zoning, subdivision, and some building permit submissions.
- Handles sensitive or confidential records and documents with discretion.
- *The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.

MINIMUM QUALIFICATIONS

- Bachelor’s degree in a related field.
- Four (4) years of relevant government, construction, architecture, or planning experience including customer service.

*Any equivalent combination of related education and/or experience may be considered for the above requirements. At least two (2) years of relevant experience required.

SUPPLEMENTAL INFORMATION

ADDITIONAL REQUIREMENTS

Additional Description

This job profile is classified as safety-sensitive. Employees with safety-sensitive job profiles are subject to pre-employment, reasonable suspicion, post-accident, return-to-duty, and random drug & alcohol testing in accordance with the organization's Drug and Alcohol Testing Policy.

Duties that require a Commercial Driver's License (CDL), firearm(s) use, or are otherwise regulated under the Federal Aviation Administration (FAA), Federal Motor Carrier Safety Administration (FMCSA), or the Omnibus Transportation Employee Testing Act, are subject to all applicable federal drug and alcohol testing requirements. Employees in these federally regulated positions must comply with all DOT testing procedures, including enrollment in a DOT-compliant random testing pool.

- Current certification as a Certified Zoning Official or must obtain within 9 months of hire.
- Current certification as an International Code Council Certified Permit Technician or must obtain within 9 months of hire.

PREFERENCES

- 1 year of supervisory experience preferred.
- Bilingual English and Spanish preferred.

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver's license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.
- Employee must be able to perform the physical demands required of fieldwork.

WORKING CONDITIONS

- Duties are performed primary indoors; however, there may be an occasional incidence where a site visit is required.
- Essential job duties are performed indoors in climate-controlled environment.
- Primary work surface is even, dry, carpeted or tiled floor.
- Work may be done alone or with co-workers with general directions from the supervisor.

EQUIPMENT, TOOLS, AND MATERIALS

- Worker uses a variety of office machines, including a mainframe computer, Xerox copiers, and other office machines, communication devices.
- Worker uses a wide variety of work aids, including construction documents, books, binders and files, architectural scales, and calculator.
- County vehicle is used on an as needed basis.