



CITY OF CONCORD

Report to Mayor and City Council

DATE: January 3, 2023
TO: Mayor and City Council
FROM: Jennifer Johnston, Director of Human Resources
SUBJECT: FY 2023 Full Time Permit Technician

Recommendation

Approve this report for the modification of a Permanent Part Time Position to a Full-time Permit Technician in the Code Division of the Community Development Department.

Background

The City has been operating on a model of two part time positions to cover the administrative customer service functions of the Permit Technician position in Code. This model presented a savings on Beneflex and Retirement dollars for several years. However, in today's climate of staffing challenges, hiring part time positions is difficult as many employees quickly turnover to full time opportunities. The position has been vacated 5 times in 3.5 years. The recent departure of a permit technician allowed the City to explore the interest of the remaining permit technician in full time work as well as the aptitude.

Discussion

The Code Division continues to develop and deliver enhanced customer service expectations to the Community under the direction of the Code Administrator. With improved service delivery, expectations are high for the Code Division. Having the front desk staff in a constant state of turnover, recruitment, and training draws away from that expectation and places stress on the remaining staff. Further, the Code Division is facing several prominent retirements in the near future for our inspection division so investing in stability now will reap future rewards.

It is imperative to have the appropriate staff in place to work closely with the Fiscal Supervisor to continue with the implementation of the Energov permitting software. The permit technician position helps with the tracking of metrics, is integral in the training and educating the residents

and contractors in the Energov program. This position has also transitioned to working with the Fiscal Supervisor and Code Administrator in scanning plans and permits in an effort to continue our goal of a digital office.

As stated above, one of the key positions that helps maintain progress in the Code Division is the Permit Technician.

This position is proposed as a UAW Full Time non-exempt, labor grade 10 with a salary range of \$17.91 to \$25.89 per hour. By filling this position by the end of February, the Code Division will be able to manage the expenditures within the FY23 appropriated budget and then budget appropriately for fiscal year 2024.

	Remainder of FY23	Full Annual Cost
FT Permit Technician Wages & Benefits	\$22,546	\$67,166
PPT Permit Technician W&B Savings	<u>(7,972)</u>	<u>(23,929)</u>
Net Increased Costs	\$14,575	\$43,237

Either David Hall or I are glad to any questions regarding this proposed change.