



CLASS TITLE | BUILDING PERMIT AND LICENSE SPECIALIST

PAY GRADE: OT-18 | www.cityoftulsa.org/pay

Effective Date: 09/02/2026

CLASS CODE: 3641

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for technical and clerical work requiring independent decision making, exercising judgment, and a detailed knowledge and understanding of City ordinances, regulations, and construction codes to process building permits, contractor's licenses, and registrations; and performs other related duties as assigned.

ESSENTIAL TASKS:

- Conducts in-person and digital permit intake for the review of applications, construction plans, and documents to verify accuracy and code compliance
- Processes and issues permits, licenses, and registrations, verifying contractor credentials and regulatory requirements
- Routes applications through appropriate review departments, ensuring coordinated plan review and inspection workflows
- Provides customer guidance and technical support via phone, email, digital platforms, and in-person consultations
- Calculates and processes permit fees, applying current fee schedules, municipal cashiering and escrow procedures accurately
- Maintains electronic records and financial documentation, performs system audits, and prepares reports
- Operates customer queue and communication systems to support efficient customer flow
- Identifies errors and compliance issues in document submissions, determining required corrections, routing decisions, and next steps to ensure safe and lawful project progression
- Performs front desk responsibilities including greeting customers, screening applications, answering routine questions and directing inquiries
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Graduation from an accredited college or university with an Associate's Degree in business, public administration, or related field; **and,**
- (b) One (1) year of progressively responsible experience in customer service, administrative support, permit, licensing or construction related document review

Knowledge, Abilities and Skills:



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Knowledge of:

- Building permit and licensing procedures
- Municipal zoning regulations and applicable City ordinances
- Construction terminology
- Contractor licensing and insurance requirements
- The use of computers, various software, and operating systems

Ability to:

- Read, interpret, and review construction plans and site documentation
- Make independent operational decisions within established policies and regulatory standards
- Communicate across a diverse group of internal and external customers professionally
- Coordinate multi-department workflows
- Maintain accurate records

Skill in:

- Interpreting regulations and documentation requirements
- Delivering high-volume customer service
- Managing complex technical information
- Utilizing databases and reporting tools to process applications, audit data, and prepare accurate records and financial documents

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting, and carrying up to fifty (50) pounds; frequent pushing and pulling up to five (5) pounds; occasional pulling up to twenty (20) pounds; may be subject to walking, standing, sitting, reaching, bending, handling, feeling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates:

- a) Possession of a valid Oklahoma Class "D" Driver license

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

EEO Code: N-03

Group: Engineering, Planning, and Technical

Series: Subprofessional Engineering and Technical