

Title: Senior Permit Technician	Effective Date: June 17, 2023	Grade: XII	Job Category: Technician
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CHARACTERISTICS OF WORK

Under limited supervision, this position is responsible for coordinating and overseeing the process of issuing permits to transport over-dimensional and/or overweight loads and determining proper routes. This position also requires oversight of the transmission of permits, assuring permits accurately define the situation, controlling the use of the permit and entering data into computer.

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

- Determine the most appropriate route for motor carriers traveling through the state with over-dimensional loads.
- Train and provide direct assistance to Permit Technicians and Advanced Permit Technicians.
- Review requests and issue permits when applicable for access to restricted weight roads.
- Prepare reports concerning roadway maintenance assessments and access to restricted weight roads.
- Oversee activities involving the processing and balancing of end of day sales records from the automated Arkansas Permitting and Routing System (ARPARS).
- Coordinate activities involving the processing of bonds and/or cancellation requests for motor carriers establishing a bonded account, including preparing correspondence when returning incorrect bonds, insurance paperwork, or making revisions to bonded accounts.
- Process on-call emergency permits after hours.
- Enter and monitor the entry of data into computer utilizing ARPARS system.
- Coordinate processing and preparation of documentation for voids and amendments on issued permits that require a change.
- Assist with analysis of superload and exceptional load routing.
- Monitor call center activities and address deficiencies for quality assurance purposes.

MINIMUM REQUIREMENTS

Education and experience: The educational equivalent to a diploma from an accredited high school plus related experience. Experience in a permit issuance office with progressively more complex load dimension route approvals and analysis.

Knowledge, skills and abilities: Advanced working knowledge of Microsoft Office products including Word and Outlook and operation of fax machines and scanning equipment. Ability to read highway maps and correlate specified permit routes and designated detours required due to construction or maintenance operations. Attention to detail. Ability to communicate effectively both orally and in writing. Ability to organize, prioritize and multi-task. Customer service skills. Ability to lead and train others.

Working conditions: Office environment.

("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.