



Permit Support Associate

Washington County offers a full compensation package that reflects how much we value our employees. Please take a look at what you can expect to earn as a **Permit Support Associate** during your first year as a full time Employee with Washington County Government:

- ✓ **Sixty (60) Paid Personal Hours**
- ✓ **Eighty (80) Paid Vacation Hours**
- ✓ **Fourteen (14) Paid Holidays**
- ✓ **One Hundred & Twenty (120) Paid Sick Hours**
- ✓ **County and Employee funded Healthcare including Health, Prescription, Dental and Vision Coverage**
- ✓ **County Paid Employee Assistance Plan**
- ✓ **County Paid Life Insurance**
- ✓ **County Paid Accidental Death and Dismemberment Insurance**
- ✓ **County Paid Short Term Disability Insurance**
- ✓ **County Paid Long Term Disability Insurance**
- ✓ **Up to \$2,500.00 Annual Tuition Reimbursement Assistance**
- ✓ **County and Employee funded Defined Pension Plan**
 - **Vested in just five (5) years.**
 - **Credit for Prior Active Military Service and Unused Paid Sick Days.**
- ✓ **An Annual minimum Salary of \$47,986 starting..**

If our **Permit Support Associate** comprehensive compensation package interests you, please continue reading through our job posting to learn more about the position's duties, responsibilities, prerequisites, etc. and apply online today.



JOB TITLE:	Permit Support Associate	GRADE	9
DEPARTMENT:	Division of Permits and Inspections	FLSA STATUS:	Non-Exempt
REPORTS TO:	Permit Technician Supervisor		

GENERAL DEFINITION OF WORK:

Performs professional and technical work under the direction of the Permit Technician Supervisor and/or Chief of Permitting to assist the public in all phases of the permitting process. Serves as the front desk associate with assisting customers with permit-related matters, answering incoming calls and inquiries and directs customers to appropriate staff for Division of Engineering, Planning & Zoning and Permits and Inspections. This position requires a high level of professionalism, computer knowledge, customer service and technical and administrative experience.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

1. Answer telephone calls – fielding general questions including but not limited to permit inquiries, basic zoning requirements, checking statuses of permits, etc.
2. Assist the public in all phases of the permit process.
3. Receives and distributes office communications, mail, packages etc.
4. Serves in capacity as the front desk associate.
5. Calculate and process fee payments for various types of permits and issue refunds back to customers when applicable.
6. Attend various meetings and in-house training classes.
7. Maintain conference room schedules.
8. Process and issue a variety of permits which includes routing permits to the proper agencies for review.
9. Review and process permits submitted online to include trade and building permits and permits for eight Municipalities.
10. Review and approve various documents for trade contractors licensed/registered in Washington County.
11. Process license/registration submittals for trade contractors.
12. Manage license/registration renewals.
13. Performs related tasks as required by the Permit Technician Supervisor and/or Chief of Permitting.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Thorough knowledge and expertise in the operation of personal computers with excellent skills in Microsoft Word and Excel spreadsheet applications
- Ability to communicate in a professional manner for all types of correspondence.
- Ability to answer inquiries and assist the general public in a courteous manner.
- Ability to understand and follow complex oral and written instructions.
- Ability to understand and interpret construction plans

- Ability to establish and maintain effective working relationships with associates and the general public.
- Ability to multi-task in a fast-paced environment

EDUCATION AND EXPERIENCE:

- High School Diploma
- 3-5 years of experience in administrative and customer service
- Construction background preferred.

PHYSICAL REQUIREMENTS:

Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to a personal computer, calculator, copier, and fax machine. No significant standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, pushing, and pulling.

SPECIAL REQUIREMENTS:

Possession of a valid driver's license

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

Human Resources: 4/2017,11/2022, 4/2024, 10/2025

Easy Ways to Apply:

1. Visit our website at <https://www.washco-md.net/jobs/>
or
2. Complete and email an Application to HR@washco-md.net
or
3. Complete and mail Application to:
Washington County Human Resources Department,
100 W. Washington Street, Room 2300,
Hagerstown, Maryland 21740

Washington County is an Equal Opportunity Employer. Individuals requiring special accommodations or assistance are requested to contact the Human Resources Department at 240-313-2350, Voice or TDD (D/HH use 711) M/F/H/V.

**DEADLINE FOR FILING APPLICATIONS WITH HUMAN RESOURCES:
Thursday, December 18th, 2025 @ 4:00pm**