

BUILDING OFFICIALS & THEIR STAFF

TESTIMONIALS

Wouldn't you like to hear this about your counter staff?

"She knows too much"

"She pulled out the Code books and explained the roofing Code to me"

"Is she a licensed Code Official?"

These quotes are from Glen LeConche, BO in East Hampton, about his Permit Technician, Christina Soulagnet, within one week of the two taking **The Complete Permit Technician** last June in Rhode Island. Carlton Smith, BO for the City of Groton, and his Administrative Aide, Denise Smith, also took the class.

Now you and your front-counter personnel can attend **The Complete Permit Technician** this June in Berlin, CT. Presented by OEDM and CBOA, the training doesn't result in ICC Permit Technician Certification, but it does prepare counter staff to take the ICC Permit Technician exam at a later date.

Soulagnet has been an ICC Certified Permit Technician since July 2018, and says she is more knowledgeable and confident when dealing with contractors, realtors, homeowners and other building department staff. She attributes her success to the support of her BO and to the Permit Technician training. "The class jump started my ability to navigate the Connecticut State Building Code (CSBC) and show our customers, in print, the minimum requirements they have to meet."

Carlton Smith adds that, "this class will help Building Department staff gather pertinent information prior to the Building Official's review of the permit application, which really helps to expedite the permit process "

LeConche agrees, "**The Complete Permit Technician** empowers employees by giving them the tools – the vocabulary, the definitions, a CSBC overview, the fundamentals for locating information inside the Codes. If you think two days out of the office is a waste of time, you're wrong. You can't afford **not** to go. This program has resulted in better service for our customers, increased self-pride and job performance for our counter staff, and overall improved my job as BO."