



ARIZONA PERMIT TECHS Minutes

"Promoting Communication and Uniformity"

March 2018 – Page 1 of 2

Board Members and Contact Information

Chair:

Patti Schechter,
Brown & Associates
patti@brownandassociates.net

Vice Chair: (Past Chair)

Ella Ochoa,
City of El Mirage
eochoa@cityofelmirage.org

Secretary:

Tabitha Villaverde
Town of Gilbert
tabitha.villaverde@gilbertaz.gov

Treasurer:

Jill Austin
City of Peoria
jill.austin@peoriaaz.gov

MISSION

To represent the interest of the Building Departments, promote professionalism and share information with Building Departments and Professional Organizations across the State of Arizona

OUR MEETINGS

are not just for Permit Techs (or like job titles / responsibilities). Anyone is welcome to attend. Our organization will only succeed with your participation.

Arizona Permit Techs
is a Committee of AZBO
(Arizona Building Officials)



Date: Wednesday, March 7, 2018

Time: 10:00 a.m. – 12:00 p.m.

Place: City of Peoria, 9875 N 85th Avenue, Peoria, AZ

Attendance (24)

Patti Schechter, Brown & Associates
Tabitha Villaverde, Town of Gilbert
Ella Ochoa, City of El Mirage
Jill Austin, City of Peoria
Belinda Gomez, City of Tolleson
Erika Peterson, City of Yuma
Annette Celaya, City of Scottsdale
Daniel Marsh, City of Scottsdale
Joe Hernandez, City of El Mirage
Carrine Thomas, Pinnacle
Casandra Nolte, City of Maricopa

Amy Palmer, City of Flagstaff
Courtney Baker, City of Apache Junction
Craig Harmon, Maricopa County Assessor's Office
Traci Varland, City of Peoria
Adela Angulo, City of Buckeye
Kirsten Shaw, AE3Q
Stacey Frederico, City of Litchfield Park
Christine Reed, City of Peoria
Mickey Piper, City of Peoria
Sharon Bonesteel, City of Peoria

Guest Speaker: Cheryl Mullis, City of Peoria; **Special Guests:** Robert Goodhue, Dennis Chase (City of Peoria)

Meeting began at 10:00 a.m.

- Welcome by Patti Schechter, AZPT Chair
- Patti started the meeting with a moment of silence in memory of Roger Brooks.
- Congratulations to Ella Ochoa on the birth of her first Grandson.

Self-Introductions

Featured Topic: "Embrace the Chaos, How to Juggle Multiple Priorities"

Cheryl Mullis started her career at City of Peoria in 1997 as an Admin Clerk, then promoted to Permit Specialist, followed by Residential Plans Examiner and subsequently Commercial Plans Examiner.

Cheryl thanked everyone for attending. Here are just a few highlights:

- She handed out "Smile" Mirrors to all in attendance as a reminder to smile when answering the phone and talking to customers. They can *see* it in your voice.
- She emphasized that YOU are the first impression. Make it Memorable.
- Cheryl advised to assist people at the counter over people on the phone. They took the time to come in. Acknowledge customers within the first 30 seconds of entrance. Make eye contact. Let them know they are not invisible.
- Audience participation included what others do to manage their workload. Joe Hernandez contributed: *"phone calls and customers at the counter are not interruptions; they are our job"*.

Cheryl continued with her transition from Permit Tech to Plans Examiner and offered suggestions to those who are interested in furthering their career path.

- Let your Manager or Building Official know you are interested in promoting.
- Check internal job postings. Apply if interested even if you don't meet ALL the criteria.
- Expand your knowledge. Attend AZBO Educational Opportunities: Permit Tech Meetings; Chapter Meetings; Spring and Fall Education Institutes. Attend college courses. Take ICC Certification Exams.
- Spend time with Plans Examiners or schedule a Ride-Along with Inspectors.
- Volunteer and Network.
- Audience participation: Dennis Chase added *"your comfort zone is the bubble you surround yourself in. Think outside the circle"*.
- **SPECIAL NOTE OF INTEREST:** There were three Building Officials at the meeting who all started their Building Safety careers as Permit Technicians! IT CAN BE DONE!



General Business Meeting

- **Community Involvement:** Patti discussed the State Wide Food Drive to be held the month of May in conjunction with ICC's Building Safety Month. We took another vote to make sure everyone still wanted to move forward with this event since organizing and coordinating is very time consuming. The consensus was YES. There is a lot of work associated with this event so the AZPT Board asked if anyone would like to help on the Planning Committee. **Belinda Gomez**, City of Tolleson volunteered to help. Thank you BELINDA! If anyone else is interested in helping please contact patti@brownandassociates.net. We will be contacting every jurisdiction in the State of Arizona to see who will be participating.
- The **AZBO Spring Education Institute** in Prescott is the week of April 30th. Registration information is on AZBO's website.
- The **AZBO Fall Education Institute** will be in Mesa the week of October 29th. Registration information will be posted on AZBO's website when available. AZPT will be partnering with the Central Arizona Chapter ICC to plan the Wednesday night event "Witches and Warlocks Night Out". Costumes are encouraged but not required. Plan on attending on HALLOWEEN for a wicked good time!
- **Job Opportunities:** Shums Coda has an opening for Permit Technicians. Their job posting was printed and available. It is also posted on their website. Be sure to check AZBO's website for other job postings.
- **Next Meeting:** Mark your calendars for June 7, 2018. Plan Review for Permit Techs will be presented by **Sharon Bonesteel**, SRP. This meeting will be a full day of training for .7 ICC CEU's. The meeting will be at SRP in Tempe. Watch for the Agenda to be posted after the first week of May.
- **Goodies:**
 - **Sharon Bonesteel**, SRP provided all in attendance "It's About Time", a book by Mark Matteson. She also included a note pad with daily reminders to Read/Think/Plan. Thank you SHARON!
 - Tabby had a contest for the AZPT Logo Items door prizes:
Guess how many ICC Certified Permit Technicians there are in the State of Arizona? Up to the minute count: **130**.

At the conclusion of the meeting we had a tour of the beautiful City of Peoria Building Department. We started at the Front Counter, then onto the Plan Review area and finished in the Inspector's area. Thank you **Jill** for arranging the meeting space; **Cheryl** for the fantastic presentation; **Robert** and **Dennis** for popping in and providing feedback. AZPT appreciates your time.

Meeting adjourned at 12:00 p.m.

Reminders:

AZBO MEMBERSHIP:

To be a member of AZBO you must be a member of one of three Arizona Chapters:

- *Central Arizona Chapter
- *Southern Arizona Chapter
- *Grand Canyon Chapter

If you have any questions, please inquire with any of the board members.

AZPT LOGO ITEMS @ CAFÉ PRESS:

Permit Tech logo items can be purchased anytime. Use the AZBO STORE icon on AZBO's website <https://www.azbo.us/>. Merchandise will be delivered directly to your doorstep!

