



**Central Washington
Home Builders Association**

Judy Pozarich
President,
Washington State Association of Permit Technicians

Dear Judy,

First of all Judy, let me say: "Congratulations" on your selection as President of the WSAPT. CWHBA has been proud to support you each time you sought to improve your position with Yakima County.

Thank you for this opportunity to comment on the "continuing education" ideas for Intake Permit Technicians. The position itself is one with many nuances necessitating some level of training in a variety of specialties. Blueprint reading, a working understanding of the building codes, and being conversant in construction terms are all important skills for the position. It should be noted too that having the ability to communicate well with the customer is just as important.

The Intake Permit Tech plays a critical role early in the project permit process. In most cases, they are the first government "professional" the customer comes into contact with. They are therefore responsible for that all important first impression. The IPT should be able to fulfill the professional requirements of the job while putting the customer at ease at the same time. The tone should be friendly and yet professional. Customer service training may be necessary for some IPT specialists.

Training and certification opportunities are valuable to anyone with a desire to improve their position with their employer. We support this concept of establishing such training and certification opportunities in the interest of better service to the public. Highly skilled IPTs are a tremendous asset to their building department. We support your efforts. You have our best wishes for a very successful outcome.

Joe Walsh

A handwritten signature in blue ink that reads 'Joe'. The signature is written in a cursive, flowing style.

CWHBA
Director of Government Affairs

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