

PERMIT TECHNICIAN
(Pursuant to the 2012 Classification/Compensation Study)

DEFINITION

Under general supervision, performs a variety of routine to complex administrative and technical support duties related to the issuance of building permits and in support of related services and activities of the Community Development Department; explains ordinances, requirements, and City codes, and department procedures to building contractors, architects, engineers, builders, and the general public pertaining to land development and improvement, permit requests, and concerns; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director of Community Development. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a single-position, journey-level class that is fully competent to perform a variety of responsible duties to assist in the provision of community development services for the public. Incumbents with well-developed office support skills are expected to learn technical and specialized rules, regulations, policies, procedures, and activities related to the Community Development Department and to apply them independently. This class is distinguished from other office support classes by the performance of difficult, technical, and/or specialized duties that require application of a larger base of technical knowledge and skill in addition to standard office support skills.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Processes and issues over-the-counter permits; reviews permit applications, plans, specifications, and supporting documents for completeness and compliance with legal standards and City requirements; obtains approvals from planning, building, and engineering, as well as external agencies prior to permit issuance; reviews and approves the Recycle Management Plan; calculates permit fees; prepares bills, collects fees, and issues receipts; issues permits following established guidelines.
- Coordinates planning and building review approval process; reviews and assembles plans and accompanying documents; performs basic plan check review and approval of various simple construction projects such as replacement of water heaters, bathroom remodels, and re-roofs according to standards checklists; files or routes information to appropriate City departments and plan review contractors.
- Provides appropriate information regarding zoning and building ordinances, procedures, and requirements to the public including homeowners, developers, contractors, engineers, and architects, in person and over the counter and telephone; assists the public in the application process for building permits and other developmental processes.
- Notifies applicants when plans or permits are ready for delivery or issuance; provides status updates.

- Processes encroachment permits, including recording application information, processing fees, assigning permit numbers, and sending information to the City Engineer.
- Performs a wide variety of routine to complex administrative duties in support of the Community Development Department; establishes and maintains filing systems; creates and modifies forms as necessary; prepares and proofreads a wide variety of correspondence, letters, memoranda, reports, and other written materials; distributes reports internally and to various governmental offices; organizes and assembles documents; files and catalogues various building and planning documents; verifies accuracy of information; researches discrepancies and records information.
- Monitors and coordinates office paperwork and activities, including distributing mail, answering phones, logging inspection requests from hotline, printing applications, and conducting a variety of special projects of a routine administrative nature.
- Applies departmental policies and procedures in determining completeness of applications, records, and reports; provides information and forms to the public; processes appropriate information.
- Checks status of State contractors' licenses, business licenses, and verification of workers' compensation insurance.
- Compiles information and data for various reports; maintains a variety of records; checks and tabulates data for required reports.
- Contacts the public and outside agencies in acquiring and providing information and making referrals.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.
- Provides needed information and demonstrations concerning how to perform certain work tasks to employees in other office support classifications.
- Performs related duties as required.

QUALIFICATIONS

Knowledge of:

- Organization, procedures, and operating details of the Community Development Department.
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to building, engineering, and/or urban planning, sufficient to answer questions and provide information to the public; applicable zoning and related laws and regulations.
- Principles and practices of data collection and report preparation.
- Business arithmetic and basic statistical techniques.
- Principles of business letter writing.
- Principles and procedures of cash handling.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Understand and explain City policies, procedures, fees, and basic building, zoning, and engineering codes and regulations to the general public, permit applicants, and City staff.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local laws, rules, regulations, policies, and procedures.
- Read and interpret plans, specifications, related construction documents, and maps.
- Calculate square footage, fees and/or penalties from plans, and fees for zoning permit applications.
- Perform detailed, technical, and specialized planning and zoning and/or permit support work.

- Perform the full range of office and administrative support duties and tasks.
- Respond to and effectively prioritizing multiple phone calls, walk-up traffic, and other requests and interruptions.
- Compose correspondence and reports independently or from brief instructions.
- Maintain accurate logs, records, and basic written records of work performed.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Make accurate arithmetic, financial, and statistical computations.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and four (4) years increasingly responsible technical and office support experience in building construction and permit processing, including a high level of public contact and customer service.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.