DEFINITION

The Permit Technician processes building permits and performs a wide variety of other tasks in the Planning and Building Department and at the City's one-stop Counter.

DISTINGUISHING CHARACTERISTICS

The Permit Technician is the entry level in the Permit Technician Classification Series and functions under the immediate supervision of the Senior Planner and under the general direction of the Planning and Building Director. This position also backs up the Business License Clerk at the front counter, as needed.

ESSENTIAL FUNCTIONS

The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:
Assists the public in person, over the telephone and by e-mail with application and permit questions and concerns; issues construction permits; calculates permits and plan check fees.

Receives requests for inspections; receives, logs, routes, and tracks various development plans and permits being processed.

Researches, reviews, and copies various permits as required; prepares various reports for departmental use.

Processes residential Certificates of Compliance and Commercial Certificates of Use and Occupancy; maintains permit forms and handout materials.

Coordinate with public agencies; research property files for compliance with codes.

Responds to and answers questions for the general public at the front counter; answers the telephone and routes calls to the appropriate person; provides clerical assistance, and counter assistance to the Business License Clerk, as needed.

Performs related duties as assigned.
QUALIFICATIONS

Knowledge, Skills and Abilities:

Knowledge of
Procedures in processing various building permits; record keeping procedures and records management and retention schedule practices.

Correct business English usage, spelling, grammar, punctuation, and basic arithmetic.

Good customer service practices; modern office equipment and methods; and computer software programs, including but not limited to Microsoft Office, Outlook, Word and Excel. Knowledge of HdL permit processing software is desirable.

Building Codes, State contractors’ Licenses and Workers Compensation requirements.

Safe work practices and procedures.

Skills/Abilities
Deal effectively with the public; communicate pleasantly and effectively, both orally and in writing; understand, follow, and carry out oral and written directions.

Compile and maintain records; operate a computer, and other modern office equipment.

Respond to the public’s and staff’s requests for assistance both on the phone and in person; and deal effectively with the public while working at the front counter.

Read and interpret building codes, work plans and blueprints; and perform basic mathematical calculations.

Establish and maintain effective working relationships with other employees, property owners, contractors, architects, engineers, attorneys, members of the public, and with those contacted in the course of the work.

Observe safety rules; sit, stand, stoop or bend for long periods of time; lift up to 20 pounds; get from one location to another, including climbing stairs, in the course of doing business.

Education and Experience:
Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education
Graduation from high school (or substitution of G.E.D. or California Proficiency Certification). Possession of a Permit Technician Certificate is highly desirable.

Experience
Two (2) years of experience performing clerical duties preferably in a public agency setting. Previous work experience with HdL permit processing software, construction background, and general knowledge of building codes are desirable.
Licenses/Certificates
Possession of a valid California Class C driver’s license.

Physical Demands and Work Environment

Physical demands
The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee is regularly required to sit at a desk for long periods of time; to stand at the counter for long periods of time; talk or listen, in person, in meetings and by telephone; use hands and fingers to handle, feel or operate standard office equipment; and reach with hands and arms. Intermittently, twist to reach equipment, surrounding desk; walk, bend and squat to perform file searches; perform simple grasping and fine manipulation; use telephone and write or use a keyboard to communicate through written means. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust focus.

Work environment
Characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee spends 95% working in an office environment. While performing the duties of this job indoors, the work environment is generally in a temperature controlled office. Noise levels in the work environment are usually moderate but the employee may occasionally be exposed to high level noises including but not limited to emergency vehicle sirens, telephones and other office equipment. The employee is regularly required to use written and oral communication skills; research and write reports and other documents; know laws, regulations and codes; explain and interpret codes, policies and procedures; interact with City management, other governmental officials, contractors, vendors, employees and the public.

Department: Planning and Building
FLSA Status: Non-Exempt
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