



PERMIT TECHNICIAN I/II

Class specifications are intended to present a description of the range of duties performed by the classification. Specifications are not intended to reflect all duties performed. Classifications will perform other related duties as assigned.

Definition:

Under supervision, this position is responsible to perform a variety of technical duties involving the processing of permit applications, calculation of fees, and issuance of permits. This position also performs minor plan checking and provides information to developers, contractors, homeowners, and other members of the public at the Building Services counter and by telephone.

Classification Characteristics:

Permit Technician I: This is the entry-level class in the Permit Technician series. This class is distinguished from the Permit Technician II by the performance of the more routine, less complex permit issuance. The Permit Technician I receives training from a higher-level Permit Technician; however, as training progresses, this position assumes more complex duties. This class is typically used as a training class and employees may have only limited experience. Positions in this class are flexibly staffed and may advance to the Permit Technician II level when training and experience is sufficient to perform at the full journey level. This position receives direct supervision.

Permit Technician II: This is the full journey level class in the Permit Technician series. This class is distinguished from the Permit Technician I by the performance of the full range of duties assigned including independently performing a full range of complex permit issuance. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the Permit Technician I level, or when filled from the outside, have prior permit issuance experience. This position receives general supervision.

Essential Functions:

- Assist the public at the Building Services counter; processes forms, permit applications, and plans necessary for the issuance of construction permits; perform minor plan checking at the counter.
- Review permit applications, plans and specifications for compliance with applicable codes and standards; issue permits; calculate a variety of fees in accordance with established fee schedules.
- Advise developers, contractors, homeowners, and other members of the public on matters pertaining to building codes, construction plan requirements, zoning regulations, municipal codes, and other information.
- Maintain permit forms and handout materials related to permit requirements and issuance.
- Maintain records, files, and logs of plans and applications submitted.

- Receive requests for inspections; coordinate and distribute daily inspection schedules.
- Perform a variety of general clerical activities including typing forms, reports, and correspondence.

Permit Technician I Qualifications:

Knowledge of:

- Basic building construction methods and terminology.
- Principles of computer software including word processing and spreadsheet programs.
- Principles of modern office procedures and methods.
- Mathematical principles.

Ability to:

- Learn the procedures of building permit issuance.
- Learn applicable laws, regulations, codes, ordinances, and policies governing permit issuance and zoning.
- Compile and prepare accurate financial and statistical reports and logs.
- Maintain a permit tracking system.
- Understand and carry out oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Exercise good judgment, flexibility, and sensitivity in response to customer inquiries and complaints.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including City staff and the public.
- Maintain physical condition, audio-visual discrimination and perception, and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

Experience and Training: *Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Experience:

Two years of responsible administrative/clerical experience including direct customer service experience.

Training:

Equivalent to completion of the twelfth grade. Additional specialized training is desirable.

License or Certificate:

Possession of a California Class C Driver's License with an acceptable driving record.

Permit Technician II Qualifications:

Knowledge of:

- Procedures of building permit issuance.
- Knowledge of building and zoning codes.
- Pertinent Federal, State and local laws, codes and regulations.
- Modern office procedures, methods and computer equipment and related software.
- Mathematical principles.

Ability to:

- Compile and prepare accurate financial and statistical reports and logs.
- Maintain a permit tracking system.
- Understand and carry out oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Work independently.
- Exercise good judgment, flexibility, and sensitivity in response to customer inquiries and complaints.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including City staff and the public.
- Maintain physical condition, audio-visual discrimination and perception, and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

Experience and Training: *Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Experience:

Two years experience processing building permits, calculating fees and issuing permits that required the interpretation and application of rules and regulations.

Training:

Equivalent to completion of the twelfth grade supplemented by technical training in planning, building inspection or a related field.

License or Certificate:

Possession of a California Class C Driver's License with an acceptable driving record.

Working Conditions:

Work in an office environment including sustained posture in a seated position for prolonged periods of time; standing, walking, kneeling squatting, and stooping. Subject to frequent interruptions and contact in person and on the telephone. Position requires grasping objects, repetitive hand movement and fine coordination including use of a computer keyboard. Lift, drag and push files, paper and documents weighing up to 25 pounds. Speaking and acute hearing is required for customer service at the public counter and on the telephone. Vision is required for reviewing applications, plans, specifications, calculating fees, maintaining files and preparing reports.