

BUILDING *PERMIT* TECHNICIAN

DEFINITION

Under general supervision, explains ordinances, procedures, and requirements to homeowners, developers, and contractors pertaining to land development and improvement permit requests and concerns; processes building permit applications for new construction of building modifications within the City; receives plans, calculates fees, and ensures that appropriate licenses are obtained by contractors; routes plans for review and issues permits as directed by management or Building Official; schedules, logs, and maintains files regarding building inspections; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. No direct supervision of staff is exercised.

CLASS CHARACTERISTICS

This is an experienced-level class in this technical functional area that performs a wide variety of permit processing activities. The work has technical aspects, requiring the interpretation and application of policies, procedures, and regulations and involves frequent contact with the public. This class is distinguished from office support classes such as the Administrative Secretary by the performance of technical and/or specialized duties, which require the application of a specialized technical knowledge and skill in addition to standard office support skills.

EXAMPLES OF ESSENTIAL JOB 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.

- Provides information regarding building ordinances, procedures, and requirements to homeowners, developers, and contractors in person and over the telephone; answers inquiries regarding the status of submitted projects.
- Reads and reviews building plans, specifications, and associated documents for completeness and conformance to permit requirements; reviews plans and determines which permits are needed.
- Calculates permit fees by type of construction and square footage; prepares bills, may collect such fees and issue receipts; issues permits following established guidelines.
- Enters and maintains permit application information into an automated system; routes sets of plans to various City departments and other agencies, if appropriate, for review and sign-off; tracks plans to ensure return in a timely manner.
- Researches parcel numbers for ownership and any previous work or departmental actions regarding the property.
- Verifies that required permits, licenses, and insurances have been obtained.
- Receives requests for building inspections, enters inspection data, prepares field inspection records, and schedules and coordinates inspections.

- Conducts records research for public and other agencies as requested.
- Receives complaints from the public, attempts to resolve the issues, and schedules field checks by inspectors as required for problem resolution.
- Establishes and maintains departmental files regarding development proposals, contractor information, building permit status, and inspections required and performed.
- Prepares and updates a variety of periodic and special status, accounting, database, and statistical reports; distributes reports internally and to various governmental offices.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.
- Performs general office support duties such as opening and routing mail, preparing correspondence and duplicating and distributing various written materials.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Codes, regulations, policies, technical processes and procedures related to building sufficient to answer questions and provide information to the public.
- Various construction types and building inspection procedures and requirements.
- Applicable zoning and related laws and regulations.
- Business arithmetic and basic statistical techniques.
- Records management principles and practices.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service the public, vendors, contractors and City staff, in person and over the telephone.

Ability to:

- Learn City ordinances, codes, and regulations pertaining to assigned area of responsibility including those pertaining to permit approval.
- Verify square footage, fees and/or penalties from plans.
- Perform detailed, technical and specialized permit support work.
- Perform the full range of office and clerical support duties and tasks.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic and other requests/interruptions.
- Compose correspondence and reports independently or from brief instructions.
- Establish, maintain and research files.
- Interpret, apply and explain policies and procedures.
- 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.
- Operate modern office equipment including computer equipment and software programs.
- Organize own work, set priorities and meet critical time deadlines.
- 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 and maintain effective working relationships with employees and those contacted in the course of the 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 completion of twelfth (12th) grade and three (3) years of administrative or general clerical experience in a public agency related to routine permit and building functions, including dealing with the public. Permit Technician certification by ICBO (required within 1 year of appointment).

License:

- Valid California class C driver's license with satisfactory driving record may be required.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter 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 necessary to perform job functions.

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.