

**CLASS SPECIFICATION  
Permit Technician**

**GENERAL PURPOSE**

Under general supervision, performs routine to moderately complex technical, administrative and public contact work in the acceptance, processing and review of a wide variety of building and land development-related permits and plans; provides information to the public on permit application, building inspection and plan checking processes and requirements; and performs related duties as required.

**DISTINGUISHING CHARACTERISTICS**

Permit Technician is the journey-level class in the permit technician class series. Incumbents are responsible for providing quality customer service at a public counter, processing construction plans, forms and permit applications for the issuance of development and construction permits for commercial, industrial, and residential projects.

Permit Technician is distinguished from Senior Permit Technician in that an incumbent in the latter class is responsible for providing lead work direction, training and guidance to assigned staff and performing the more complex permit duties.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Provides quality customer service at a public counter and by telephone; provides information to developers, contractors, homeowners, members of the public and private agencies on matters pertaining to permitting processes, policies and functions and other information required by law; reviews, interprets, and explains applicable local, state and federal codes, ordinances and guidelines to the public; determines permits required; calculates and collects a variety of fees for plan checks, permits and other charges in accordance with established fee schedules; resolves or assists in resolving permitting issues.
2. Reviews applications, documents and plan submittals for appropriate approvals and required attachments to assure accuracy and completeness and compliance with pertinent laws and established criteria; verifies data regarding contractors' licenses; performs minor plan check reviews and issues permits and approves applications; files and/or routes plans and permits to appropriate City departments and staff; researches and coordinates permit activities with Building Inspectors, other City departments and outside agencies.
3. Enters and updates information in the computerized permit system to prepare a variety of forms, letters, reports and other materials to include the permit issuance database; maintains accurate and detailed records and files, verifies accuracy of information, provides status reports, researches

discrepancies and records information; calculates and maintains statistical data and records and prepares a variety of reports as required.

4. Researches, reviews and compiles data for special projects and various reports.

#### **OTHER DUTIES**

1. Maintains permit forms and handout materials related to permit requirements and issuance.
2. Indexes plans; creates, updates and archives plans; ensures plans room is kept in orderly and clean condition.

#### **QUALIFICATIONS**

##### **Knowledge of:**

1. Knowledge of permit and plan checking procedures, rules, regulations and guidelines.
2. Local, state and federal building, engineering and planning codes and regulations related to the permit process.
3. Building inspection and minor plan checking procedures and requirements.
4. Building construction methods, practices, techniques and materials.
5. City codes and standards governing building and construction activities.
6. Available resources and materials related to planning and building code requirements.
7. Computer applications as they relate to area assigned to include specialized permit issuance and report software.
8. Basic mathematics.
9. Principles and practices of effective customer service and telephone etiquette.
10. Modern office practices and procedures, including filing and recordkeeping.

##### **Ability to:**

1. Read and interpret construction blueprints, plans and specifications.
2. Apply laws and regulations affecting the issuance of building permits.
3. Operate a personal computer and use applicable software.
4. Communicate clearly and effectively, both orally and in writing.
5. Make accurate mathematical computations.
6. Understand and carry out oral and written directions independently.
7. Coordinate work assignments with other divisions, departments and agencies.

8. Prepare clear, concise and comprehensive correspondence, reports and other written materials.
9. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
10. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
11. Establish and maintain effective working relationships with City management, staff, developers, contractors, homeowners, members of the public, representatives of private agencies and others encountered in the course of work.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and two years of journey level administrative or technical experience with public contact related to land use regulations, the building process, construction and permitting; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

Current, valid certification by the ICBO as a Permit Technician.

**PHYSICAL AND MENTAL DEMANDS**

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

**Physical Demands**

While performing the duties of this job, the employee is regularly required to stand and sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with City management, staff, developers, contractors, homeowners, members of the public, representatives of private agencies and others encountered in the course of work.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works at a public counter, and the noise level may be loud.