

**CLASS SPECIFICATION
Senior Permit Technician**

GENERAL PURPOSE

Under general supervision, acts as technical lead and monitors and oversees the work of staff performing permit/plan acceptance, processing and review; performs the more complex and responsible technical, administrative and public contact work in the acceptance, processing and review of a wide variety of building and development-related permits and plans; provides guidance and training to staff on permit application, building inspection and plan checking processes and requirements; tracks, coordinates and assists others in the processing of more complex permits; resolves permit or interrelated project conflicts; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

Senior Permit Technician is the lead level class in the permit technician class series. Incumbents are responsible for providing lead work direction, training and guidance to assigned staff. Incumbents perform the more complex permit duties, which require a broad knowledge of permitting, building and planning processes and procedures, as well as, problem solving and decision-making skills. Tasks performed require a high degree of initiative, independent judgment and discretion along with the ability to handle new and unusual circumstances as they arise.

Senior Permit Technician is distinguished from Development Services Coordinator in that an incumbent in the latter class is responsible for overseeing and coordinating the staffing and operation of the City's one-stop public counter for planning, building and safety, and land development engineering.

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. Participates in and provides lead work direction and training to assigned staff performing permit duties; organizes and assigns work, sets priorities and follows-up to ensure completion of assigned duties; monitors front counter activities; coordinates permit activities with Building Inspectors, other City departments and outside agencies.
2. Provides quality customer service to the public at a public counter, processing construction plans, forms and permit applications for issuance of development and construction permits for commercial, industrial, and residential projects; performs the more complex functions related to the City's development and permitting processes; resolves or assists in resolving difficult or complex permitting issues.
3. Provides information to advises developers, contractors, homeowners, members of the public and private agencies at the counter and by telephone 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 staff and the public; determines permits required and calculates a variety of fees for plan checks, permits and other charges in accordance with established fee schedules; issues addresses to new residential and commercial buildings and developments.

4. 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; reviews project sites in conjunction with permit application review; verifies data regarding contractors' licenses; checks engineering computations and specified materials for accuracy and compliance with application regulations; performs minor plan check reviews and issues permits; coordinates the processing of plans and applications through various departments to ensure timely processing; files and/or routes plans and permits to appropriate City departments and staff.
5. 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.
6. 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. Serves as liaison with the City's Information Technology Division regarding operation and upgrade of automated permitting software.

QUALIFICATIONS

Knowledge of:

1. Advanced 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; completion of some college-level coursework in planning, building construction, engineering or a related field; and at least four years of experience as a Permit Technician; 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.

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 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.