



July 2019
FLSA: Non-Exempt

BUILDING PERMIT TECHNICIAN

DEFINITION

Under general supervision, performs a variety of routine to complex administrative and technical support duties related to the issuance of building, plumbing, mechanical, and electrical permits and in support of related services and activities of the Community Development Department; explains ordinances, requirements, and City codes, and department procedures to building contractors, architects, engineers, builders, and the general public pertaining to land development and improvement, permit requests, and concerns; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Chief Building Official. Exercises no direct supervision over staff.

DISTINGUISHING CHARACTERISTICS

This is a technical classification performing a wide variety of administrative and technical support work related to permit applications. Incumbents serve to relieve management of performing technical detail work and are expected to function with very little direct oversight. Successful performance of the work requires knowledge of departmental and City activities and extensive staff and public contact. This class is distinguished from other technical classes by the nature, scope, complexity, and diversity of responsibilities involved in the building department support function(s).

EXAMPLES OF TYPICAL 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.

- Reviews permit applications, plans, specifications, and supporting documents for completeness and compliance with legal standards and City requirements; calculates permit fees; prepares bills, collects fees, and issues receipts; issues building, plumbing, mechanical, and electrical permits, and issues contractor business licenses as established by guidelines.
- Completes building review approval process on plot and site plans to ensure code compliance; resolves moderately complex issues of compliance; reviews and approves plans, submittals, and/or other accompanying documents for routine or less complex projects, such as patio covers, room additions, and minor tenant improvements; assists in processing construction plans for commercial and residential projects; files or routes information to appropriate City departments.
- Provides appropriate development review information regarding zoning, and building ordinances, procedures, and requirements to the public including homeowners, developers, contractors, engineers, and architects, in person and over the counter and telephone;
- Notifies applicants when plans or permits are ready for delivery or issuance; provides status updates.
- Tracks and monitors status of development plan reviews; prepares standard periodic and special reports are required; researches files regarding prior actions, decisions and development activities.

- Performs a wide variety of routine to complex administrative duties in support of the Community and Economic Development Department; establishes and maintains filing systems; creates and modifies forms as necessary; prepares and proofreads a wide variety of correspondence, letters, memoranda, reports, statistical charts, and other written materials; distributes reports internally and to various governmental offices; organizes and assembles documents; files and catalogues maps, photos, and other building division exhibits and documents; verifies accuracy of information; researches discrepancies and records information; and provides back-up clerical support for Code Enforcement, as assigned.
- Monitors and coordinates office paperwork and activities, including binding bids, permit files and microfilm, distributing mail, answering phones, updating webpages, printing flyers, and conducting a variety of special projects of a routine administrative nature.
- Applies departmental policies and procedures in determining completeness of applications, records, and reports; provides information and forms to the public; processes appropriate information.
- Compiles information and data for statistical and financial reports; maintains a variety of statistical records; checks and tabulates statistical data.
- Contacts the public and outside agencies in acquiring and providing information and making referrals.
- Clears and releases utility services; manages and tracks all release for other internal departments.
- Checks status of State contractors' licenses, business licenses, and verification of worker's compensation insurance.
- Participates in the introduction of new technology as needed to advance the Department's capabilities to serve customers effectively and efficiently.
- Provides input into departmental procedural and processing issues; recommends policy and procedural improvements related to counter activities and/or other areas of responsibility; recommends changes to codes, rules and regulations, forms and procedures to correct identified problems and to help ensure the process is efficient, effective and fair; and at the direction of the Chief Building Official, prepares policy and procedures associated with the development process.
- Provides technical support for special events and special promotions programs.
- Provides instruction and training to new temporary or part-time staff as assigned.
- Performs other related duties as assigned.

JOB-RELATED QUALIFICATIONS

Knowledge of:

- Organization, procedures, and operating details of the Community and Economic Development Department.
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to building, engineering, land use, and/or urban planning, sufficient to answer questions and provide information to the public; applicable zoning and related laws and regulations.
- Business letter writing and basic report preparation.
- Business arithmetic and basic statistical techniques.
- Record keeping principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local laws, rules, regulations, policies, and procedures.
- Read and interpret plans, specifications, related construction documents, and maps.
- Calculate square footage, fees and/or penalties from plans, and fees for zoning permit applications.
- Perform detailed, technical, and specialized planning and zoning and/or permit support work.
- Perform the full range of office and administrative support duties and tasks.
- Respond to and effectively prioritizing multiple phone calls, walk-up traffic, and other requests and interruptions.
- Compose correspondence and reports independently or from brief instructions.
- Maintain accurate logs, records, and basic written records of work performed.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Make accurate arithmetic, financial, and statistical computations.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Make sound, independent decisions within established policy and procedural guidelines.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of 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 graduation from the twelfth (12th) grade and two (2) years increasingly responsible support experience in a municipal or county building, engineering, or planning department or equivalent private sector experience, including a high level of public contact and experience explaining procedures and regulations.

Licenses and Certifications:

- Possession of a valid California Class C Driver's License and a good driving record, at the time of appointment.
- Possession of certification as an International Code Council Certified Permit Technician, is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing and walking in work areas if frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer 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 weighing up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate to loud 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.