



PERMIT TECHNICIAN

Salary Range: G/133

DEFINITION

The Permit Technician position performs responsible office support functions and assists in the routine building and development permit support duties while learning Town policies and procedures. As experience is gained, there is greater independence of action within established guidelines. This position has a high level of interaction with the public.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Building Official and general supervision from the Community and Economic Development Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Duties may include, but are not limited to:

- Provide customer service by responding to general public, developer, and agency inquiries by phone and at the counter; provide information regarding building, encroachment and grading permit policies and application procedures; and work cooperatively with property owners, contractors, architects, developers, engineers or their representatives to resolve questions regarding permit issuance and permit fees.
- Review building and engineering plans and specifications for completeness and conformance to application requirements and regulations; ensure that required permits have been obtained; verify contractor licensing; route plans to appropriate departments for review and sign off; track plans and ensures timely returns; prepare and track plan packets for plan check by outside contract services; and compiles plan check comments.
- Calculate, collect and record permit application and plan check fees; coordinate fee collection with staff; issue building, grading, encroachment, and over the counter permits for development projects; and coordinate bond releases with finance staff and contractors.
- Coordinate with outside agencies to ensure all necessary approvals acquired before issuing permits.
- Work closely with Code Compliance Officer on code compliance issues to ensure community concerns are addressed and building code is adhered to.

- Assist in scheduling daily building inspections; assist in monitoring building inspection line; and coordinate utility releases with building inspectors and utility company.
- Maintain department records, file and other reference materials; compile and disseminate data regarding permit activity and fee collections; prepare and edit correspondence, plan check comments and various technical and statistical reports.
- Establish positive working relationships with building contractors, developers, engineers, representatives of community organizations, state/local agencies, associations, Town management and staff, and the general public.
- Perform other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Building and municipal code sections as related to permit processes and inspection procedures; various construction methods and terminology; real property description and terminology; basic research methods used in the collection, tabulation, analysis and application of building inspection data.
- Related departmental policies and procedures.
- Modern office practices, procedures, methods and equipment, including computer systems and software, including specialized permit maintenance systems.
- English usage, spelling, grammar and punctuation.

Ability to:

- Assist in the update and application of departmental policies and procedures related to building code.
- Read, interpret and review plans, blue prints and supporting documentation; interpret, apply and explain applicable laws, codes and regulations.
- Use initiative and sound judgment within established procedural guidelines.
- Organize, direct, coordinate and carry out assigned functions and activities.
- Compile and maintain complex and extensive records, analyze and compile technical and statistical information, and prepare detailed reports.
- Work independently in the absence of supervision and shift priorities as needed.
- Problem solve and evaluate alternative solutions.
- Communicate clearly and concisely, both orally and in writing.

- Work cooperatively with other departments, Town officials and outside agencies; facilitate cooperation in pressured or confrontational situations.
- Represent Department and Town as required with diplomacy and tact.
- Interpret and apply administrative and departmental policies, laws and regulations.
- Operate and use modern office equipment, including computer equipment and software.
- Maintain confidential data and information.
- Utilize a computer and type at a speed necessary for adequate performance of assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.

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:

Education:

Bachelor's degree from an accredited college or university, with major course work in public administration, architecture, or other field related to the Building (within the Community and Economic Development) department. Additional work experience may be substituted for educational requirements.

Experience:

Experience reviewing and processing building, grading and improvement plans and/or permits; two years experience performing increasingly responsible office support duties involving heavy public contact. Customer service experience is required.

Licenses:

Must have or be willing to obtain a Permit Technician Certification from the International Code Council (ICC) within one year of starting work for the Town. Must have (or receive within state required time frame) a valid State of California Class C Driver's License with an acceptable driving record and pass an appropriate background check prior to the hire date.

TOOLS AND EQUIPMENT USED

Personal computer, including word processing, spread sheet and database software, ten-key calculator, telephone, copy machine and fax machine.

PHYSICAL DEMANDS

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

Vision adequate to operate vehicles and office equipment, read instructions and follow directions; hearing adequate to converse on the telephone and in person; body mobility adequate to drive and perform required office duties including reaching and bending for files and related office items; use of hands and fingers adequate for operating vehicles, writing, typing, computer, copier, and fax machine and related functions; ability to lift office files, binders and small office equipment, as needed. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. While performing the duties of this job the employee is frequently required to stand, walk, sit, drive, use hands and fingers, handle or feel, reach with hands and arms, grasp, hold and manipulate office equipment and talk and hear. The employee is occasionally required to carry up to 25 pounds. The employee may be required to stoop, crawl, crouch, balance or climb short distances. Specific vision ability required by this job includes close vision, color vision, peripheral vision, depth perception and ability to adjust focus with or without ocular aides.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in writing, orally or in diagram form and analyze and resolve problems involving a variety of situations, using standard industry and departmental processes and/or procedures. Ability to define problems, collect data, establish facts, and articulate valid conclusions, and interpret an extensive variety of regulatory or technical instructions. Must be able to perform and complete assigned tasks, relate to others, maintain work pace, and occasionally advise, counsel, influence lead, train or give instruction. Continuously work independently, frequently participate in team or group activities, and continuously interact with the public.

WORK ENVIRONMENT

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

The work is performed primarily in an indoor office setting. The work environment is typical of an office setting with associated noise from office equipment, building HVAC, customers, and other employees.

GENERAL

The duties listed above 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 the position. The Town reserves the right to revise or change classification duties and responsibilities as the need arises. The description does not constitute a written or implied contract of employment.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.