



## Job Description

Job Title: Permit Services Technician		Date Created: 07/98
Department: Community Development		Date Revised: 02/21
Job Code: 26.7070	Bargaining Unit: SMEA	FLSA: Non-Exempt

**Summary of Duties:** To perform paraprofessional and technical permitting support and assistance in the processing and issuance of building permits. Maintains departmental information, reports, plans, applications, permits, and related inspection documents.

**Distinguishing Characteristics:** This class is distinguished from the lower level class by performing technical functions for more complex and specialized permit issuance.

**Supervision Received and Exercised:**

Receives direction from Permit Center Coordinator or assigned manager. Exercises no supervision but may provide limited guidance to the Permit Clerk position.

**Examples of Essential Job Functions:**

1. Process and issue a variety of construction permits and application submittals.
2. Intake building plan submittals and coordinate with the Building Permit Specialist to route the documents to the appropriate departments.
3. Maintain accurate permit records, logs, and files and enter data into the permit tracking system.
4. Prepare and issue Certificates of Occupancy upon approval of the Building Official.
5. Advise and answer general routine questions for property owners, developers, and the general public on the phone and at the counter regarding permit processing requirements.
6. Assist with the preparation of building permit applications and explain the requirements for Worker's Compensation Insurance certificates.
7. Communicate fee structure information and calculate appropriate permit fees by review of construction scope to establish building valuation.
8. Reviews a variety of forms and records for accuracy and completeness in preparation of processing and/or issuing permits.
9. Schedules inspections and verifies that the sequence of inspections will maximize inspector efficiency.
10. Assist in the implementation of the Community Development Department and Permit Services Division goals, objectives, policies and priorities.
11. Compile statistical and financial reports and charts, correspondence, and informational materials necessary to accomplish Departmental goals.
12. Maintain records and verify documents are retained for required periods and are available for review.
13. Attend training and other department related meetings as directed.
14. Receive and respond to or refer complaints of building code violations and work without permit.
15. Process revenue receipting for fees collected at the Permit Center and may assist with processing payments for other divisions.

16. Serve as a backup for the Permit Center Coordinator and may perform limited database management and programming support of the permitting system.
17. Serve as the backup Secretary to the Building Board of Appeals.
18. Perform related duties, as required.

**Minimum Qualifications:**

**Knowledge of:**

- Building permitting process.
- Local, State and Federal regulations relating to building permitting services.
- Records management practices.
- English grammar, spelling and punctuation.
- Research, filing and record-keeping methods and procedures.
- Microsoft Office Suite and database programs.
- Basic mathematics.

**Ability to:**

- Correctly interpret and apply governmental policy, procedures, and regulations.
- Communicate clearly and concisely, orally and in writing, to individuals and groups.
- Conduct research in permitting and other related building matters.
- Establish and maintain effective working relationships with City staff, outside agency personnel, and the general public.
- Exercise good judgment with tact and diplomacy.
- Prepare concise, comprehensive, and accurate written reports and correspondence.
- Promote the mission, values and objectives of an effective public organization, particularly in the area of customer service.
- Effectively organize task, plan time, and meet deadlines.
- Accurately explain building code regulations and the permit application process.
- Issue a variety of permits.
- Perform basic calculations such as determining plan check and permitting fees.
- Understand and follow oral and written instructions.

**Skills:**

- Modern office practices, methods, and computer equipment.
- Computer application related to the work.
- TRAK-iT software is desirable.
- Bilingual in Spanish desirable.
- Typing speed of 40 net words per minute.

**License and Certificates:**

- Typing speed of 40 net words per minute required at time of application.
- Permit Technician Certification must be acquired within one year of appointment.

**Education and Experience:**

High school diploma or G.E.D., plus:

- One year of paraprofessional building experience in a local government or
- Bachelor's degree in construction management, public administration or related field.

### **Physical Demands and Working Conditions:**

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use telephone, computer, business machines and related equipment; vision sufficient to read printed materials, visual display terminals; hearing sufficient to conduct in person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard in a normal conversational distance, on the telephone and in addressing groups; physical agility to push/pull, squat, twist, turn, bend, stoop and reach overhead; physical mobility sufficient to move about the work environment, physical strength to lift up to 20 lbs.; physical stamina sufficient to sit for prolonged periods of time; mental acuity to collect and interpret data, evaluate, reason, define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

Business office working environment subject to sitting at a desk or standing at a counter for long periods of time, bending, crouching, or kneeling at files, pushing/pulling of file drawers and supplies, reaching in all directions and prolonged periods of time working at a computer terminal.