



Permit Processing Technician

Summary

Provide technical intonation to industry professionals and the general public concerning the policies and procedures of the Community Development Department; explain laws, ordinances, rules, and regulations; accept applications for development activity, related permits, clearances or requests for service; process same-day or over-the-counter permits.

Class Characteristics

General supervision is provided by the Chief Building Official; responsibilities may include the indirect supervision of support staff.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and 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 a disability to perform the essential duties, skills, and demands.

Duties:

Greet and provide information to the public by direct contact at the counter and by telephone; handle two way radio communications.

Assist the public in completing and filing applications and related materials for completeness and accuracy, upon approval of the Chief Building Official.

Input data into computer system for tracking file management.

Verify state contractors' licenses.

Receive complaints and route to appropriate staff members.

Assemble application materials and create project application files for routing to other departmental staff for processing.

Process/balance monies received from issuance of permits and apply to code accounts, and coordinate payment of special development impact fees.

Operate standard office equipment such as faxes, photocopiers, and computers.

Perform related duties as assigned.

Skills/Abilities:

Read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.

Write reports, business correspondence, and procedure manuals.

Effectively present information and respond to questions from groups of managers, clients, customers, and the general public in a tactful manner.

Relate to construction/planning terminology.

Compute rate, ratio, and percent; balance money, code accounts, and coordinate payment of special impact fees.

Apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form.

Deal with problems involving several concrete variables in standardized situations.

Deal with difficult customers with divergent views.

Communicate effectively both verbally and in writing.

Establish and maintain effective working relationships with those contacted in the course of the work.

Physical Demands and Work Environment:

While performing the duties of this job, the employee is regularly required to sit, use the computer keyboard and mouse, use hands to finger, handle, or feel, reach with hands and arms, talk or hear, stand, walk, and stoop, or crouch. Occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Requires the ability to work in an office environment where the noise level is usually moderate.

Qualifications

Knowledge of:

Records management practices and procedures.

Building plans, codes and related terminology.

Modern office practices.

Business English, spelling, and punctuation.

Principles, practices, and procedures related to processing planning and building permits.

Basic mathematics.

Computer systems and the application to permit processing.

Effective customer service techniques.

Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:

An Associate's degree with major work in construction, engineering, architecture, local government land use planning, or environmental studies.

Experience:

One year related experience and/or training: or equivalent combination of education and experience.

Certificates/Licenses:

Possession of a valid California Class C driver's license.

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Department: Community Development
FLSA Status: Non-exempt