



Permit Technician

Summary

Provide technical information to industry professionals and the general public concerning the policies and procedures of the Community Development Department; explain codes, 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 a higher-level supervisor or manager; 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:

Provide information to the public at the counter, by telephone, and through correspondence.

Assist the public in completing and filing applications and related materials for completeness and accuracy prior to submission for plan check.

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, codes, or governmental regulations.

Write reports, business correspondence, and procedure manuals.

Effectively present information and respond to questions from industry professionals and the general public in a tactful manner.

Learn, understand, and use construction/planning terminology.

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

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Communicate clearly and concisely, both orally 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 and the ability to interact with large groups of people.

Qualifications

Knowledge of:

Records management practices and procedures.

Building plans, codes, and related terminology.

Business English, spelling, and punctuation.

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

Basic mathematics.

Principles and practices of effective customer service.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

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:

Equivalent to graduation from high school. An Associate's degree or completion of college course work in construction, engineering, architecture, planning, or a related field is desirable.

Experience:

Two years of responsible clerical or office assistant experience involving public contact and the use of computer applications.

Certifications/Licenses:

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

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FLSA Status: Non-exempt
Prior Job Title: Permit Processing Technician