

**City of San Rafael
Job Class Specification**

Job Title: Permit Technician I/II/III

SUMMARY

Under general supervision, performs a variety of technical permitting and administrative support work associated with front counter, virtual counter, and other office tasks related to Community Development Department operations, including planning and building permit intake; informational support for code enforcement and housing; payment processing; responding to customer inquiries related to city ordinances, rules, and regulations; and providing other information of a general and technical nature to the public and industry professionals.

DISTINGUISHING CHARACTERISTICS:

Permit Technician I:

This is the entry-level class in the Permit Technician series. Employees at this level are not expected to perform with the same independence and judgment on matters allocated to the Permit Technician II. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under immediate supervision while learning job tasks.

Permit Technician II:

This is the journey-level class in the Permit Technician series. Employees at this level are expected to perform with more independence and receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies within the work unit. Depending on expertise and certifications, incumbents may perform minor over-the-counter planning and building plan check reviews. Positions in this class are flexibly staffed and may be filled by advancement from the Permit Technician I class.

Permit Technician III:

This is the advanced journey-level in the Permit Technician series. Employees at this level are expected to perform with greater independence, troubleshoot solutions for coordination and improved customer service, provide guidance and solutions as new or unusual situations arise, are fully aware of the operating procedures and policies within the work unit, and may provide direction and training to lower-level Permit Technicians and office support staff. Incumbents perform minor over-the-counter planning and building plan check reviews. Positions in this class are flexibly staffed and may be filled by advancement from the Permit Technician II class.

ESSENTIAL AND IMPORTANT DUTIES:

This list is intended to be illustrative and does not represent an exhaustive list of duties and responsibilities. Incumbents may not perform all duties and responsibilities listed. Other duties may be assigned.

- Reviews and intakes planning and building permit applications.
- Determines and collects fees for permits and other review and regulatory services.
- Routes all application submittals to the appropriate departments/agencies for processing.
- Maintains files for all applications after checking for general completeness and accuracy.
- Provides written and verbal information to the public regarding departmental policies and procedures pertaining to topics such as permits, building code requirements, zoning, application procedures, and current projects.

- Reads and interprets blueprints, maps, planning regulations, and a variety of other information while responding to general inquiries.
- Processes minor planning applications and reviews business licenses and building permits for compliance with zoning regulations.
- Provides public information in support of the building, planning, housing, and code enforcement programs.
- Enters invoices, prepares refunds, and reconciles web payments.
- Provides administrative support for public meetings, including preparation, distribution, and posting of agendas and minutes.
- Assists in setting up rooms and virtual webinars for department and/or public meetings.
- Operates a variety of office equipment and uses a variety of software programs, including word processing, spreadsheet, permit tracking software, digital archiving software, and visual presentation equipment as appropriate.
- Maintains and manages an inventory of forms, applications, and office supplies.
- Builds and maintains positive working relationships with co-workers, other City employees, and the public using principles of good customer service.
- Performs a variety of other tasks related to office administration and permit services as assigned.

KNOWLEDGE OF:

Permit Technician I:

- Basic office and clerical procedures.
- Modern office methods, procedures, and computer equipment and various software applications.
- Simple accounting procedures.
- Basic applied mathematics.

Permit Technician II:

In addition to the requirements for Permit Technician I:

- Basic knowledge of building, electrical, plumbing, and mechanical codes.
- Basic engineering concepts.
- Basic planning and land use concepts.

Permit Technician III:

In addition to the requirements for Permit Technician II:

- Permit technician principles, practices, methods, and techniques acquired through certification with International Code Council (ICC) as a Permit Technician and completion of college level course work in engineering, planning, or a related field.

ABILITY TO:

Permit Technician I:

- Communicate clearly and concisely, orally and in writing, with the general public and customers involved with development and construction, particularly contractors, architects, developers, engineers, and property owners.
- Learn to read and interpret maps, construction drawings, and blueprints.
- Learn and apply a variety of zoning, land use, planning, and building procedures, codes, and ordinances enforced by the City, including the Uniform Building, Electrical, Plumbing, Mechanical Codes and zoning codes.

Permit Technician II:

In addition to the requirements for Permit Technician I:

- Read and interpret maps, construction drawings, and blueprints.
- Interpret and apply a variety of zoning, land use, planning, and building procedures, codes, and ordinances enforced by the City, including the Uniform Building, Electrical, Plumbing, Mechanical Codes and zoning codes.
- Organize and maintain files.
- Operate a variety of office equipment.
- Quickly and accurately review plans for submittal requirements and calculate permit fees in accordance with established laws.
- Research and compile information as requested.
- Prepare written zoning research letters and administrative land use entitlements.
- Research, compile, and analyze data for special projects and various reports.

Permit Technician III:

In addition to the requirements for Permit Technician II:

- Independently perform minor planning and building plan checks reviews for compliance with building and zoning requirements.
- Review building permit compliance with conditions of approval.
- Ensure permit quality assurance and proper tracking and coordination of permit applications.
- Submit justifications for fee adjustments.
- May serve as permit tracking software administrator for technical staff to unlock files or correct and update data as needed.

EDUCATION AND EXPERIENCE REQUIREMENTS:

Any combination of experience, education, and training that would provide the required knowledge, skills, and abilities required to perform essential duties of the job. A typical way to obtain the required knowledge, skills, and abilities could be:

Permit Technician I:

Graduation from high school or equivalent. Two (2) years of experience in an office or customer service environment with direct contact with the general public.

Permit Technician II:

Graduation from high school or equivalent. Completion of two courses in building code, electrical code, plumbing code, mechanical code, engineering, planning, or a related field. One (1) year of experience equivalent to Permit Technician I in the City of San Rafael.

Permit Technician III:

Graduation from high school or equivalent. Completion of four college courses in engineering, planning, or a related field. International Code Council (ICC) Permit Technician certification is required for the III level. Two (2) years of experience equivalent to Permit Technician II in the City of San Rafael.

CERTIFICATES, LICENSES, AND REGISTRATIONS:

Possession of International Code Council (ICC) Permit Technician certification is desirable for Permit Technician I and II and required for Permit Technician III.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions,

and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Ability to speak Spanish is desirable but not required

MATHEMATICAL SKILLS:

Ability to work with mathematical concepts. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

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 the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must frequently lift and/or move up to 20 pounds for a distance of less than 50 feet. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Much of the work consists of entering data into and retrieving data from personal computers and terminals via keyboards and is performed while standing or sitting for extended periods of time with the ability to move about at will.

WORKING ENVIRONMENT:

Incumbents within this classification are expected to be able to communicate orally, in person, online, or via the telephone, with members of the general public, other City employees, or employees of outside companies and other agencies. Much of the work is performed in a crowded and noisy office setting.

FLSA Status: Nonexempt
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