

CITY OF SONOMA
PERMIT TECHNICIAN I/II

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under supervision (Permit Technician I), general supervision (Permit Technician II), performs a variety of technical planning and building support duties; learns to review minor construction plans and permit applications such as water heater and HVAC replacements, reroofing, electrical panel replacements, signs, residential electric vehicle charging stations, solar PV systems; reviews and processes permits and entitlements for new construction, building modifications, and development applications; serves as first contact to provide information to the public; calculates and collects fees; routes plans for review; provides administrative support for meetings including preparation of agendas and meeting minutes, scheduling, logistics, audio-visual presentations, electronic meeting hosting, etc.; Prepares and issues applications for new water connections or water customers. Supports City reception activities and has the ability to backup and perform some of the primary duties of the Administrative Assistant and the Development Services Supervisor serving the City Hall front counter and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

Permit Technician I

The **Permit Technician I** is the entry level class in the permit technician series that allows the incumbent to develop journey level knowledge and abilities. Initially, under immediate supervision, incumbents perform the more routine planning, building and development permit support duties while learning City policies and procedures. As experience is gained, there is greater independence of action within established guidelines. This classification is alternatively staffed with Permit Technician II and incumbents may advance to the higher level after gaining experience and demonstrating a level of proficiency that meets the qualifications of the higher-level class.

Permit Technician II

The **Permit Technician II** is the journey level class in which incumbents are expected to perform the full scope of permit processing and related support duties with minimum supervision. Assignments are characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision when required.

SUPERVISION RECEIVED/EXERCISED:**Permit Technician I**

Receives supervision from the Development Services Supervisor. Incumbents in this class do not routinely exercise supervision.

Permit Technician II

Receives general supervision from the Development Services Supervisor. Incumbents in this class do not routinely exercise supervision.

ESSENTIAL FUNCTIONS:

- Provides customer service by responding to public and agency inquiries by phone and at the counter; explain policies and procedures; provides information regarding planning, building, encroachment and use permit application processes and procedures, land use policies and General Plan and zoning regulations; works cooperatively with property owners, contractors, architects, developers, engineers or their representatives to resolve questions regarding permit issuance and permit fees.
- Receives planning, building, encroachment and zoning use application permits; reviews applications for completeness and accuracy, including verification of appropriate insurance and business license requirements; determines, calculates and collects applicable fees; sets up files and maintains records; prepares notices and mailing lists; routes applications to applicable agencies and departments for review and responses; provides status updates on applications.
- Reviews and processes minor level applications, including signs and design review exemptions; reviews and comments on building permit applications for compliance with zoning, general plan and municipal code requirements.
- As needed, calculates, collects and records permit application, plan check, building permit and development impact fees; uses scaled plan dimensions and standard schedules; coordinates fee collection with finance staff; coordinates performance guarantee deposit releases with finance City staff and contractors.
- As needed and assigned, assists with code enforcement administration, including fielding complaints and creating and managing files and cases; issues code compliance letters, maintains code enforcement records and coordinates nuisance abatement procedures with the City Attorney, Planning & Community Services Director and/or Development Services Director/Building Official.
- Clerks meetings as assigned; prepares, posts and distributes agenda materials; prepares meeting

minutes; coordinates meeting scheduling, logistics, audio-visual presentations, electronic meeting hosting, etc.;

- Maintains records as assigned, files reference and other materials; compiles and disseminates data regarding permit activity and fee collections and various technical and statistical reports; prepares and edits correspondence and plan check comments; compiles statistical data for the budget and department managers.
- References, inputs and retrieves data from permit tracking system for applications and functions, including fee assessment and calculation.
- Maintains and updates internet pages as assigned; prepares informational flyers, website news articles and announcements; prepares and updates application forms and instructions.
- Schedules inspections and job site field meetings; maintain appointment schedules and calendars.
- Participates in a variety of special projects, as assigned.
- Fosters an environment that embraces diversity, integrity, trust, and respect.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff and the public.

WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, kneeling, squatting and stooping in the performance of daily activities. The position also requires repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work-related documents. Acute hearing is required when providing phone and personal service. The position requires the need to lift, drag and push files, paper and documents weighing up to 25 pounds.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Permit Technician I/II**. A typical way of obtaining the required qualifications is to possess the equivalent of:

Permit Technician I

Two years of experience performing increasingly responsible office support duties involving heavy public contact, and equivalent to the completion of the twelfth grade.

Permit Technician II

In addition to the above, two years of planning and/or building permit review experience equivalent to that of a Permit Technician I in the City of Sonoma.

License/Certificate:

Possession of, or ability to obtain, a valid Class C California driver's license.

Possession of, or ability to obtain, an ICC Permit Technician certification within 12 months of hire.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the knowledge, abilities and skills necessary to perform essential duties of the position.)*

Knowledge of:

City planning, building and land use issues, laws, policies and codes; permit application procedures and review processes; building and municipal code sections as related to permit processes and inspection procedures; various construction methods and terminology; basic engineering, real property description and terminology; basic research methods used in the collection, tabulation, analysis and application of building inspection data; principles and practices of financial accounting; public relations techniques and procedures; basic principles of mathematics; applicable federal, state and local laws, codes and regulations; methods and techniques of scheduling work assignments; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices; office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Ability to:

Perform a variety of technical support work; read, interpret and review plans, blueprints and supporting documentation; collect, analyze and present data; perform mathematical calculations quickly and accurately; interpret, explain and apply applicable laws, codes and regulations; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze complex issues and develop and implement appropriate responses; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work.

Skill to:

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications; operate automated record keeping and permit tracking systems.