



Building Permit Technician

Department/Division:	Community Development/Building and Safety
Reports To:	Building and Safety Manager
Revised:	February 20, 2020

GENERAL PURPOSE

Under general supervision, performs technical and clerical functions related to the review, processing, and maintenance of building permits and related records; calculates fees, prepares monthly and annual revenue reports, and tracks status of plan checks and inspections; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

The **Building Permit Technician** is a technical level position in which incumbents are expected to independently perform the full scope of assigned duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

1. Provides quality customer service to the public at the building counter, over the telephone, and through e-mail.
2. Processes building permit applications using the City's permit tracking software (Accela Automation).
3. Responds to inquiries regarding building and plan review, permitting process, and common code enforcement issues and assists with resolving problems or complaints within the issuance process.
4. Provides information regarding the division's procedures, policies, and functions regarding permit and plan check submittals; establishes construction valuations based on industry standards; and verifies City, State, and Federal regulations pertaining to the issuance of permits to licensed contractors and home owners for building and construction projects.

5. Maintains permit applications and plans for active plan checks; complies and maintains plan check files and records; ensures accuracy of plan check records; tracks status of plan check and notifies applicant(s) when plans or permits are ready for pick-up or issuance; and provides status updates as required.
6. Prepares certificates of Occupancy.
7. Processes newly assigned addresses in the City.
8. Prepares files for City document archiving program (Laserfiche).
9. Schedules inspections within the tracking software.
10. Assists in coordinating the plan approval process among various City departments and consultants.
11. Serves as a resource to customers and directing them as needed to various sources of information including other City departments or outside agencies.
12. Performs overview of plans for compliance with established submittal standards, and assists others involved in related community development activities.
13. Provides a variety of clerical and technical support, including but not limited to:
 - a. Maintaining department records, files and other reference materials;
 - b. Gathering, researching and assembling a variety of information and monthly data for the preparation of reports to outside agencies and performs studies on industry standards as needed;
 - c. Preparing and processing legal notices;
 - d. Creating and modifying department forms and handouts;
 - e. Composing a variety of documents including letters, reports and memos;
 - f. Distributing outgoing mail; opening, processing and distributing incoming mail;
 - g. Maintaining a calendar;
 - h. Ordering office supplies; paying incoming invoices using the City's financial software; and
 - i. Processing time sheets and preparing time cards.
14. Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

QUALIFICATIONS GUIDELINES

Knowledge of:

Plan checking and permit approval processes and procedures; general construction practices, methods, and terminology; basic principles of building related codes and ordinances enforceable by the City, including the California Building, Electrical, Plumbing, and Mechanical Codes as well as federal, state, and local laws and regulations; record keeping principles and practices; modern office procedures and methods; permit processing and fee structures; data processing systems/applications.

Ability to:

Interpret and explain building policies and procedures; read and interpret building plans, specifications, and building codes; classify, compute, tabulate, and categorize data; apply policies, procedures, and standards to specific situations; understand and carry out verbal and written directions; work effectively and independently in the absence of supervision; quickly and accurately calculate fees and valuations; operate a computer and use a variety of software programs to enter, revise, and retrieve records and perform specific program activities; communicate clearly and concisely, both verbally and in writing; deal tactfully and courteously with internal and external customers; maintain related files and records; observe safety principles and work in a safe manner; establish and maintain effective working relationships.

Skill to:

Operate an office computer and a variety of word processing and software applications

Education/Training/Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a Permit Technician. A typical way of obtaining the required qualifications is to possess the equivalent of one year of permit issuance in a municipal department, or five years of responsible clerical experience requiring the application of policies and procedures, and a high school diploma or equivalent.

License/Certificate:

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

Special Requirements:

Possession of or ability to obtain Permit Technician Certificate issued by the International Code Council (I.C.C.) within one year of the date of appointment.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this job, the employee is frequently required to use hands to finger, handle, feel or operate objects, controls and standard office equipment; and reach with hands and arms. The employee occasionally lifts and carries plans, permits, and other documents typically weighing less than 20 pounds. The employee is occasionally required to stoop, kneel, and crouch. The employee is frequently required to sit, stand, walk, and talk or hear. Specific vision abilities required by this job include close vision, color vision and the ability to adjust focus.

Mental Demands:

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret situations; work under deadlines with constant interruptions; and interact with City staff, other organizations and the public, and occasionally deal with dissatisfied or quarrelsome individuals.

WORK ENVIRONMENT

The employee works under office conditions involving a public counter and high telephone volume. The noise level is moderately quiet.