

**PERMIT TECHNICIAN I
PERMIT TECHNICIAN II**

DEFINITION

To perform a variety of technical work in the permit and plan check process; to provide paraprofessional support and customer service duties for permitting and plan check functions; and to provide technical support to an assigned supervisor.

DISTINGUISHING CHARACTERISTICS

Permit Technician I - This is the entry level class in the technical Permit Technician series. Positions in this class typically have little or no directly related work experience. The Permit Technician I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Permit Technician II - This is the journey level class in the technical Permit Technician series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Permit Technician I

Receives immediate supervision from an assigned supervisor; and may receive technical and functional supervision from a higher level class.

Permit Technician II

Receives general supervision from an assigned supervisor; and may receive technical and functional supervision from a higher level class.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Assist the general public at the front counter, in writing, or by phone regarding building and permit and plan check requirements, including but not limited to permit and plan check fees, plan review and plan check filing procedures and processing, and permit status.

Accept building permit applications; review applications for completeness; enter permit data into an automated database; route plans to other City departments and/or outside agencies for review and track plan review process.

Review, route and monitor plan check submittals, comments, and decisions.

Review minor applications for conformance with ordinances and department's standards, policies and guidelines.

Calculate and collect various fees; prepare fee estimates and apply fees to permits.

Review simple plans and issue over-the-counter permits.

Perform records research and compile data on inspections; process requests for inspection scheduling.

Compile data for various monthly reports.

Research and answer building and public works related questions; provide technical and clerical support for Development Services Division professional staff.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Permit Technician I

Knowledge of:

Concepts and techniques of customer service.

Correct English usage, spelling, grammar and punctuation.

Modern office methods, procedures and equipment.

Basic arithmetic calculations.

Computer software applicable to assignment.

Ability to:

Learn and apply building permit and plan checking policies, concepts and techniques.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Maintain, update, and ensure the accuracy of fiscal and customer records and data.

Make mathematical calculations.

Learn relevant state and local laws, codes, ordinances and regulations.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Learn relevant local, State, and Federal laws, rules and regulations related to area of assignment.

Utilize appropriate safety procedures and practices for assigned duties.

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

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

One year of responsible office or clerical experience involving customer service is desirable.

Training:

Equivalent to an Associate's degree from an accredited college with major course work in building, planning, construction, or a related field.

License and Certificate

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

Possession of a Permit Technician certificate from the International Code Council is required within one year of appointment.

Permit Technician II

In addition to the qualifications for the Permit Technician I:

Knowledge of:

Operations, procedures, policies and precedents of the City and department.

Principles, methods and practices of plan checking.

Construction terminology.

Principles and techniques of work planning and coordination.

Relevant local, State, and Federal laws, rules and regulations related to area of assignment.

Ability to:

Work independently and balance multiple work assignments.

Review construction plans for completeness.

Interpret and explain relevant local, State, and Federal laws, rules and regulations regarding building and construction plans and permits.

Understand and apply customer service concepts and techniques.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of responsible experience similar to Permit Technician I with the City of San Pablo.

Training:

Equivalent to an Associate's degree from an accredited college with major course work in building, planning, construction, or a related field.

License and Certificate

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

Possession of a Permit Technician certificate from the International Code Council.

ESTABLISHED: MARCH 2019

FLSA: NON-EXEMPT