

## **Permit Technician**

### **DEFINITION**

Under general supervision of the Senior Building Inspector/Plan Checker, this is a single incumbent classification within the Building Division of the Community Development Department. Responsibilities include a variety of duties in support of the Building Division by staffing the building permit counter and assisting the public with routine and technical information related to the issuance of building permit applications, tree permit applications, processing, fee collection, record-keeping, and uses specialized database/permit tracking management programs.

### **DISTINGUISHING CHARACTERISTICS**

This position is distinguished from the Building Inspector classification by the absence of journey-level technical knowledge, training, and experience required of the Building Inspector classification, and field inspection and code enforcement responsibilities.

The incumbent works under immediate supervision while learning the various regulations, codes and permit requirements applicable to the building permit process, master plan process, fee estimating, plus learning the full range of job duties and tasks.

### **ESSENTIAL DUTIES**

The duties described below are intended to provide only a summary of the typical functions of the job. This is not an exhaustive or comprehensive list of all possible job responsibilities and the duties of the jobholder might differ from those outlined in the job description.

- Provide exemplary customer service to all individuals by demonstrating a willingness to be attentive, understanding, responsive, fair, courteous, respectful, and to actively participate in maintaining a positive customer service environment.
- Effectively and collaboratively answer questions; solve problems, or concerns presented by a variety of individuals from various cultural and ethnic backgrounds, in person and over the telephone.
- Interpret and explain policies and regulations accurately and tactfully.
- Guide the public through the building permit application process through completion.
- Guide the public through the tree permit application process through completion.
- Perform preliminary review of permit applications, documents and plan submittals to assure accuracy and compliance with pertinent laws and established criteria.
- Review parcel and subdivision maps for conformity with ordinances.
- Log, route, record, and file various plans and permits.
- Issue building and tree permits.
- Calculate and process permit fees and provide fee estimates as requested.
- Access, enter and update computerized data and tracking systems.
- Provide information to the public relating to the status of projects and permits.

- Maintain applicable inventory of forms, pamphlets, etc. required at the building permit counter.
- Participate on citywide teams or organization specific projects as assigned.
- Perform other related duties and responsibilities as required.

## **KNOWLEDGE, SKILLS AND ABILITIES**

### Knowledge of:

- Planning approval and Building Division permit processes and procedures, specification requirements, and construction practices.
- Model building codes, zoning regulations, State and local building laws and ordinances enforceable by the City.
- Use and applications of modern office methods, practices, procedures, and computer equipment.
- Basic mathematic principles.
- Project tracking practices and methodologies.
- Record keeping practices and methodologies.
- Processes for compiling and analyzing data for special projects.
- Principles and practices of effective customer service.

### Ability to:

- Communicate clearly and concisely, in both oral and written form.
- Learn building inspection and planning policies and procedures, construction, design, and land use regulations and ordinances.
- Collaboratively solve problems or concerns presented by a variety of individuals from various cultural and ethnic backgrounds, in person and over the telephone.
- Read and interpret building codes, plans, diagrams, and specifications.
- Read, interpret, and explain policies and regulations accurately and tactfully to the public.
- Timely respond to the public when inquiring about the status of projects and permits.
- Review plans for completeness and accuracy and determine appropriate fees.
- Perform accurate mathematic calculations.
- Prepare and maintain accurate records.
- Operate computer systems and programs.
- Establish and maintain effective working relationships with those contacted in the course of work, including dealing effectively with the public in difficult situations.
- Prioritize work and coordinate several activities simultaneously despite interruptions.

## **EXPERIENCE, EDUCATION, AND TRAINING**

### Experience/Education:

A minimum of one (1) year of related work experience is required. Experience working with database and permit tracking systems is highly desirable.

Minimum of 12 semester units from an accredited college or university in planning, drafting, engineering, mathematics, construction, building inspection or other related areas – OR – Possession of a Permit Technician Certificate from the International Code Council (ICC) or an accredited certifying organization.

### Certifications /Licenses:

Possession of valid Class C California driver's license with an acceptable driving record at the time of appointment and throughout employment in this classification.

Possession of the following valid International Code Council (ICC) certification or an accredited certifying organization at the time, or within one-year of appointment:

- Permit Technician Certificate

## **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

### **Physical Requirements**

The work environment and physical demands described here are representative of those required by an employee to perform to the essential functions of this job with or without reasonable accommodations.

- Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively;
- Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment;
- Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move, climb, walk safely on even and uneven grounds, or maneuver whatever may be necessary to successfully perform the duties of their position;
- Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in a general office environment.

### **Environmental Requirements:**

Under California law (California Government Code Section 3100-3109), all City of Saratoga employees are designated as Disaster Service Workers, (DSW). In the event of a catastrophic event, City of Saratoga employees may be expected to fulfill emergency action assignments. As DSW's, employees may be assigned to assist in any disaster service activity that promotes the protection of public health and safety and preservation of lives and property.