

## PERMIT TECHNICIAN

### POSITION DISCRPTION

FUNCTION: Under supervision, perform general work related to the issuance of permits and conveyance of information relative to applicable municipal codes, policies and procedures and to perform related work as required.

### EXAMPLES OF ESSENTIAL DUTIES:

Provides professional public assistance, via written word, telephonically and in person, related to the application process for a variety of permits and certificates, including answering basic questions regarding code and compliance procedures.

- Answers questions, via written word, telephonically and in person, related to land use, zoning, environmental health ordinances and applicable local, state and federal laws.
- Interprets and explains policies and regulations accurately and tactfully to the public, assisting with the completion of permit applications.
- Receives, retrieves, scans and/or distributes public information relative to applications, County ordinances, and departmental policies and procedures.
- Provides initial review of applications for permits, checking for compliance with applicable codes, County ordinances and departmental procedures, and verifying all documentation is complete and available.
- Accesses, enters and updates computerized plan check data entry and tracking systems, databases and/or spreadsheet applications.
- Reviews parcel and subdivision maps for conformity with ordinances.
- Issues permits and certificates after review and approval by the appropriate authority.
- Reviews logs, coordinates and routes various plans and permits.
- Calculates and processes permit and mitigation fees and provides fee estimates as requested.
- Records and balances permit-related monetary transactions.
- Schedules field inspection requests.
- Provides administrative supports to board, commission and committee meetings. May be required to attend evening meetings.
- Coordinates with other departments and agencies relative to the issuance of permits.
- Maintains equipment and inventory of forms, pamphlets, handouts, and other pertinent printed information.
- Composes and types memorandums, letters and reports as requested.
- Prepares documents, establishes, types and proofreads documents and materials.
- Maintains and organizes office records and files.
- Performs a wide variety of office and program support assignments as needed.
- Performs special assignments and projects as needed.

## **MINIMUM QUALIFICATIONS:**

### **Knowledge/Skills/Abilities:**

Principles and practices of general government; pertinent federal, state and local regulations related to the assigned department; procedures and techniques of permit processing and basic process for plan review and inspection; customer service principles and practices including conflict resolution; modern office methodologies.

Learn, understand, explain, apply and enforce applicable codes, policies and procedures; prepare and maintain basic records and reports; learn permit processing, building inspection and plan review policies and procedures to ensure compliance with county ordinances and laws; review plans for completeness and accuracy and calculate appropriate fees; respond professionally to the public related to status of projects and permits; use conflict resolution skills to resolve complex and sensitive problems that arise; make arithmetical calculations with speed and accuracy; prioritize work and coordinate several activities simultaneously despite interruptions; understand and carry out both written and verbal instructions; operate standard office machines and computer applications; effectively perform routine clerical tasks; analyze situations accurately and adopt an effective course of action; establish and maintain cooperative relationships with co-workers, supervisors and those contacted in the course of work; provide excellent customer service.

### **Education and Experience:**

Educational achievement equivalent to graduation from high school is required, supplemented by coursework in a related field, such as land use planning, business administration, mathematics, civil engineering, construction, building inspection, or plan review; one year of extensive experience providing customer service and clerical functions preferably at a front counter in support of the building or construction industry, land use planning.

## **SPECIAL REQUIREMENTS:**

Possession of an appropriate California driver's license issued by the State Department of Motor Vehicles.

## **PHYSICAL DEMANDS AND WORKING CONDITIONS:**

Mobility to work in a standard office environment; use standard office equipment and attend off-site meetings; physical ability to sit, stand or otherwise remain stationary at work post for long periods of time; manual dexterity to use standard office equipment and supplies and to manipulate both single sheets of paper and large document holders (binders, manuals, etc.); vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone.