



## SENIOR PERMIT TECHNICIAN

*Class specifications are intended to present a description of the range of duties performed by the classification. Specifications are not intended to reflect all duties performed. Classifications will perform other related duties as assigned.*

### **Definition:**

Under general supervision of the Building Official, supervises, assigns, reviews, and participates in the work of staff responsible for issuing building permits, processing plan review submittals, managing records, plans, and maps, and providing permit services to customers in person and over the telephone; ensures work quality and adherence to established policies and procedures; and performs the more technical and complex tasks relative to assigned area of responsibility. This position also performs minor plan checking and provides information to developers, contractors, homeowners, and other members of the public at the Building Services counter and by telephone.

### **Classification Characteristics:**

This class is distinguished from the Permit Technician I and II classification in that the position is responsible for the overall day to day operation of the permit service counter including training and general supervision of staff. This person will also oversee the permit issuance system and will coordinate interdepartmental/division functions for workflow efficiencies.

### **Essential Functions:**

- Plan, prioritize, assign, supervise, review, and participate in the work of staff responsible for plan review submittal, building permit issuance and managing associated records and plans.
- Perform the most technical and complex tasks of the work unit.
- Establish schedules and methods for providing building permit services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly
- Participate in the development of goals and objectives, make recommendations for changes and improvements to existing policies and procedures; monitor work activities to ensure compliance with existing policies and procedures.
- Participate in the selection of staff, provide training, and work with employees to correct deficiencies.
- Provide lead direction and support to staff as they assist the public at the Building Services counter.
- Handle any difficult inquiries from contractors, architects, and the public related to regulations for building construction. Advise developers, contractors, homeowners, and other members of the public on matters pertaining to building codes, construction plan requirements, zoning regulations, municipal codes, and other information.
- Maintain records, files, and logs of plans and applications submitted.
- Assist Building Official with special assignments as needed.

### **Senior Permit Technician Qualifications:**

#### Knowledge of:

- Procedures of building permit issuance.
- Knowledge of building and zoning codes.
- Pertinent Federal, State and local laws, codes and regulations.
- Modern office procedures, methods and computer equipment.
- Mathematical principles.

#### Ability to:

- Compile and prepare accurate financial and statistical reports and logs.
- Interpret and explain City building codes, policies and procedures
- Plan and organize work to meet changing priorities and deadlines
- Coordinate and direct building permit programs.
- Select, train, and evaluate staff.
- Recommend and implement goals.
- Understand and carry out oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Work independently.
- Exercise good judgment, flexibility, and sensitivity in response to customer inquiries and complaints.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including City staff and the public.
- Maintain physical condition, audio-visual discrimination and perception, and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

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

#### Experience:

Four years of increasingly responsible experience processing building permits, calculating fees and issuing permits that required the interpretation and application of rules and regulations. One year of lead or supervisory experience highly desirable.

#### Training:

Equivalent to completion of the twelfth grade supplemented by technical training in planning, plan check, building inspection or a related field.

#### License or Certificate:

Possession of a California Class C Driver's License with an acceptable driving record.

### **Working Conditions:**

Work in an office environment including sustained posture in a seated position for prolonged periods of time; standing, walking, kneeling squatting, and stooping. Subject to frequent interruptions and contact in person and on the telephone. Position requires grasping objects, repetitive hand movement and fine coordination including use of a computer keyboard. Lift, drag and push files, paper and documents weighing up to 25 pounds. Speaking and acute hearing is required for customer service at the public counter

and on the telephone. Vision is required for reviewing applications, plans, specifications, calculating fees, maintaining files and preparing reports.