



**APRIL 2019**  
**FLSA: NON-EXEMPT**

## **PERMIT TECHNICIAN**

### **DEFINITION**

Under general supervision, performs a variety of technical and administrative duties such as receiving and reviewing Planning and Building Department applications from customers; assessing scope of project and relevant permit requirements; providing routine and technical information related to the issuance of planning and building permits; providing technical information regarding routine building and land use codes; assisting the public with completion of planning and building applications, and other forms; distributing and tracking building permit applications as they proceed through the review and issuance process; conducting counter review of minor building permit applications; and related work as required.

This position must work well independently, while providing excellent customer service to developers, architects, contractors, homeowners and others.

### **SUPERVISION RECEIVED AND EXERCISED**

Overall supervision is provided by the Planning & Building Director. Technical and functional direction provided by the Senior Planner and Building Official.

### **CLASS CHARACTERISTICS**

Incumbents assigned to this class are expected to review building plans and understand basic data needed for the issuance of a permit; view and understand tax assessor and flood hazard maps utilized in the permit process; have a general understanding of the City's Zoning and Building Codes; have the ability to learn the software programs used in the department; ability to use a telephone, computer, copier/scanner/fax and other office machines; ability to handle incoming/outgoing calls with tact and high level of customer service; ability to work with the public under stressful situations and provide service in a professional manner; ability to establish and maintain effective working relationships with the public, coworkers, internal and external customers; and have some knowledge of office terminology and business math.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the rights to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Provides information at the Planning & Building Department's public counter, and by telephone, email and correspondence, in response to relatively-routine questions regarding planning and building codes, and planning and building permit application processes and procedures.
- Provides a variety of support to City commissions or committees; prepares and distributes agenda packets; arranges for necessary set-up and materials to be available at meetings;

- attends meetings, prepares minutes and final resolutions.
- Maintains a calendar and coordinates the schedule of department staff with other City management staff, representatives of other organizations, and the public; makes travel arrangements as required.
- Prepares, processes, and tracks forms, and records, requests for payments, purchase orders, invoices, requests for proposals, bid packages, contracts and agreements, and mailing lists for public hearing items.
- Assists the public in completing planning and building permit applications and other necessary forms.
- Accepts and reviews building permit applications, plans and plan documents for processing.
- Calculates and collects fees for building applications/permits and planning applications.
- Reviews building permit application forms and submittals for completeness.
- Distributes building permit applications to appropriate department personnel and third-party plan checker, and tracks building permit plan check applications from submission until approval.
- Issues building permits after ensuring that all departmental requirements have been completed and required fees have been paid; verifies that workers' compensation, contractor license and City business license are current and active.
- Issues minor building permits over-the-counter where professional evaluation is not required.
- Directs the public to various City departments for information necessary to apply for other types of permits.
- Maintain records and prepare reports as required. Maintains and manages an inventory of department forms, applications and office supplies.
- Posts public hearing notices at prescribed locations and on the City website.
- Copies Planning Commission and Building Standards Appeals and Advisory Board (BSAAB) packets, distributes them to members and posts them on the City web site.
- Follows up on Planning Commission and BSAAB meetings by distributing copies of resolutions and minutes, and scanning same to computer.
- Perform other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Applicable codes, regulations, policies, technical processes, and procedures related to the department to which assigned.
- Basic building codes, construction terms and practices.
- Basic zoning and land use principles.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and City staff.
- Moderately-complex office and clerical procedures.
- Basic applied mathematics and simple accounting procedures.
- Computer applications related to the work, including internet permit tracking program, word processing, database, and spreadsheet applications.
- Modern office procedures and practices including correct punctuation, spelling, grammatical usage; filing, indexing and cross-referencing methods.
- Principles and techniques of problem solving and conflict resolution.

**Ability to:**

- Read and interpret simple maps.
- Understand basic building plans, building codes, construction practices and materials.
- Understand basic zoning principles and land use permits.
- Work and communicate effectively and efficiently in both oral and written form with the general public, developers, and people involved with building construction, particularly contractors, architects and engineers.
- Interpret and effectively communicate general procedures required for planning and building permit applications and fee structures.
- Interpret and effectively communicate codes and ordinances affecting site improvements and planning.
- Review simple building permit applications and plans for completeness.
- Perform basic mathematical computations quickly and accurately.
- Follow verbal and written instructions.
- Learn and apply departmental policies and procedures.
- Keep accurate records.
- Organize and maintain files and statistical report logs, and prepare reports of building permit activity.
- Operate a variety of office equipment, including computer, calculator, copier/scanner/printer, postage machine and credit card machine.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

**Education and Experience:**

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

Equivalent to the completion of the twelfth grade. Two years of responsible full-time clerical or administrative support experience in a related environment such as civil engineering, construction or public works providing technical information to the public and assistance to professional staff.

**Licenses and Certifications:**

- Possession of a valid California Drivers' License.
- Possession of ICC Permit Technician Certificate or the ability to obtain certification within 9 months of employment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification may frequently bend, stoop, kneel, reach, push, move file boxes, and pull drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with challenging staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

*The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*