



CITY OF HALF MOON BAY

Job Specification

Class Title: Permit Technician

Status: Non-Exempt

Department: Community Development

Reports To: Community Development Director

Employee Group: International Union of Operating Engineers Local No. 39

Adopted by City Council/Resolution Number: June 16, 2015

Modified:

DEFINITION

Under direction of the Community Development Director, the Permit Technician provides clerical, administrative and technical work to process planning and building permit applications and issue permits. Provides information concerning permit requirements, codes and inspection procedures to contractors, design professionals and the public; checks plans for completeness; calculates permit fees; issues over the counter permits and routes plans.

SUPERVISION RECEIVED/EXERCISED

The Permit Technician receives general direction from the City Engineer.

IMPORTANT AND ESSENTIAL DUTIES

The Permit Technician is responsible for, but not limited to, the following duties:

- Answers questions regarding general planning, and zoning issues, building codes, and land use requirements at a public counter, by phone or via the City website.
- Assists applicant in completing permit application and verifies the accuracy and completeness of information in accordance with building division guidelines.
- Routes plans to appropriate review staff and monitors application progress for status reports.
- Calculates review, inspection, and related fees; collects funds and issues receipts.
- Prepares plans and permits for issuance; issues simple, routine permits within scope of authority and assigned responsibility.
- Assures that policies and procedures are followed in the receipt, routing, and processing of permit and planning applications.
- Maintains permit and planning process filing system, including the entry and maintenance of data on permitting and planning activities; prepares documents and plans for scanning.
- Prepares periodic and special reports as required; researches files regarding prior actions, decisions, development activities, and other information as required.

- Assists in the resolution of customer service issues, either personally, by telephone, or in writing; maintains records and documents of customer service issues and resolutions; directs customers to the proper person if necessary.
- Performs related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Basic building and zoning codes and regulations.
- Construction terminology and processes.
- Procedures associated with construction permits.
- Standard office practices and procedures, including record management practices.
- Computer applications, including data entry, retrieval, and standard report generation.
- Principles and techniques of effective customer service.

Skill to:

- Enter and retrieve data from a computer with sufficient speed and accuracy sufficient to perform assigned work.
- Plan and organize work assignments.
- Use tact, discretion, initiative and independent judgment within established guidelines.
- Apply logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate policies, procedures and protocols.
- Perform accurate arithmetic calculations.
- Communicate clearly and effectively, both orally and in writing.
- Prepare clear and concise reports, correspondence and other written materials.

Ability to:

- Learn and perform specialized development support and building permit work.
- Understand general information presented on construction plans and specifications.
- Read, understand apply, and explain laws, City ordinances, regulations and procedures.
- Analyze and resolve specific application, plan review, and permit questions and issues.
- Maintain records neatly and accurately.
- Interact competently and courteously with the public.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Represent the City and the department effectively in contacts with representatives of other agencies, City departments, and the public.
- Take a proactive approach to customer service issues.
- Make process improvement changes to streamline procedures.
- Maintain confidentiality regarding sensitive information.

EDUCATION AND EXPERIENCE

Sufficient education and experience to satisfactorily perform the duties of this classification are required. Any combination of experience and training that would likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Possess a High School Diploma or equivalent, supplemented by college-level courses in construction or building technology, blueprint reading and drafting, building inspection or a closely related field; and

Experience:

One (1) year of experience in planning, building, contracting public works or a related field.

PHYSICAL DEMANDS

The ability to maintain effective audio/visual discrimination and perception to the degree necessary for the successful performance of assigned.

WORKING CONDITIONS

This position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer, and acute hearing is required when providing phone service and communicating in person. The need to lift, drag and push files, computer reports or other materials weighing up to 25 pounds also is required.

LICENSES, CERTIFICATES AND REGISTRATIONS

Possess a valid California class "C" Driver's License