

SENIOR PERMIT TECHNICIAN

Definition:

Under general supervision performs complex and responsible technical, clerical and public contact work in the acceptance, processing and review of a wide variety of building-related permits and plans; monitors and directs the work of staff performing permit/plan acceptance, processing and review and performs related work as required.

Essential Duties and Responsibilities:

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Provides information to the public regarding requirements for obtaining a variety of building-related permits; determines permit(s) required and applicable fees for plan checks, permits and other items.

Participates in and directs the work of assigned staff performing permit duties and monitors front counter activities.

Reviews applicable time cards, schedules and trains assigned staff and assists in their evaluation.

Coordinates and processes permits, paperwork and plans for all new housing tracts and other special projects.

Operates the computerized permit system/personal computer, printer and applicable software to produce and/or update a variety of forms, letters, month end reports and other materials to include the permit issuance database.

Provides information regarding City, State and Federal regulations pertaining to building and construction.

Prepares and distributes certificates of occupancy.

Coordinates the processing of plans through various departments and coordinates the routing of plans to the outside plan check consultant as directed.

Processes construction bonds and maintains construction bond records.

Checks permit applications for completeness and accuracy.

Maintains logs, plans and applications submitted and provides status updates.

Files and/or routes plans and permits to appropriate City departments and staff.

Verifies data regarding contractors' licenses.

Maintains master files on large projects to include trust accounts, contact data and a variety of related information.

Maintains accurate and detailed records and files, verifies accuracy of information, researches discrepancies and records information.

Receives, logs and refers code violation complaints/concerns from the public.

Receives and accounts for funds and prepares daily deposit.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

Lifts and moves office records and other items weighing 30 pounds or less.

Class Characteristics:

Senior Permit Technician is a single incumbent class. The incumbent personally performs the more difficult permit-related duties and directs assigned staff. The incumbent performs assigned duties with a minimum of direction/supervision, exercises a substantial degree of responsibility and independent judgment and solves most work related problems independently.

Contacts and Relationships:

The Senior Permit Technician has substantial and continuing interaction with the public in an open counter environment under a variety of circumstances and has additional contact with department and other City staff.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

Knowledge of:

English usage, spelling, grammar and punctuation.

Basic business math.

Building construction methods, practices, techniques and materials.

City codes and standards governing construction activities.

Computer applications as they relate to area assigned to include specialized permit issuance and report software.

Customer service and telephone techniques.

Basic principles of supervision and training.

Filing and record keeping methods and procedures.

AND

Ability to:

Direct and organize the work of others.

Read and interpret construction blueprints, plans and specifications.

Operate a personal computer and use applicable software.

Apply laws and regulations affecting the issuance of building permits.

Communicate effectively orally and in writing.

Make accurate mathematical computations.

Understand and carry out oral and written directions independently.

Establish and maintain effective relationships with those contacted in the course of work.

Use independent judgment and make sound decisions in accordance with established procedures and policies.

Meet the public with courtesy and tact.

Perform a variety of difficult and complex permit-related tasks with minimal supervision.

File alphabetically, chronologically and numerically and maintain computerized and manual files and records.

A typical way to obtain the knowledge and abilities is as follows:

Education: Graduation from high school supplemented by some completed class work from an accredited college or university in planning, building construction, engineering or a related field.

AND

Experience: Three years of experience as a Permit Technician with the City of Fullerton or equivalent position. Some lead experience is helpful but not required.

Physical Tasks and Working Conditions Include the Following:

Work is performed in an office and/or public/front counter environment and requires sitting and/or standing for prolonged periods of time and using a computer keyboard and screen. The incumbent deals face-to-face with the public in situations which can be stressful and grasps, walks, kneels, crouches and twists. The incumbent climbs ladders to access plans, reaches, bends, moves boxes of files and other items weighing 30 pounds or less and must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

Special Requirements:

Must type accurately at a speed which will enable successful job performance.

Must be able to work a flexible schedule to accommodate City needs.

Permit Technician Certification issued by the International Code Council (ICC) is required within 12 months of employment.

Fair Labor Standards Act Designation: Non-exempt.

Revised and Title Change from Lead Permit Technician January 2004