

PERMIT TECHNICIAN

DEFINITION

Performs a variety of responsible technical and office support work in one or more specialized areas of Planning/Building and Public Works, including reviewing applications and plans relating to building, construction, encroachment and occupancy; plan checks basic building permits; tracks plans and applications through the permitting process; performs a variety of office support activities, which may include telephone and counter reception, provision of factual information to visitors, receipt of payments, word processing, data entry and record keeping, report preparation and filing; performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

This class receives general supervision from the City Planner or Public Works Director/City Engineer, depending upon assignment. No direct supervision is provided.

CLASS CHARACTERISTICS

This is an advanced office technical support class, fully competent to perform a variety of responsible duties to assist in the provision of City services for the public. Incumbents with well-developed office skills are expected to learn technical and specialized rules, regulations, policies, procedures and activities related to the Planning and Public Works Departments and to apply them independently. This class is distinguished from the lower-level office support classes by the performance of difficult, technical, complex and/or specialized duties, which require application of a larger base of technical knowledge and skill in addition to standard office support skills. This class is further distinguished from Administrative Assistant in that the latter provides secretarial and office administrative assistance to management and associated professional and supervisory staff within a specified department.

EXAMPLES OF DUTIES (Illustrative Only)

- Performs difficult, complex, technical and/or specialized office support work, which requires the exercise of independent judgment, the application of technical skills and a detailed knowledge of the activities and procedures specific to the Planning or Public Works Department.
- Receives and screens visitors and telephone calls, answers questions, distributes forms and provides a variety of information regarding the Uniform Building and City planning and zoning codes, policies and procedures to property owners, citizens, architects, engineers, contractors and others.
- Reviews plans and specifications for basic information; tracks plans through the permitting process; issues permits and collects fees and prepares receipts as required.

- Researches and assembles information from a variety of sources for the preparation of reports or completion of forms; uses spreadsheets and makes arithmetic and statistical calculations.
- Arranges for meetings by scheduling rooms, notifying participants, preparing agendas and ensuring that information is compiled and duplicated; may prepare summary or action minutes of such meetings.
- Prepares correspondence, reports, forms, receipts, brochures and specialized documents from drafts, notes, brief instructions, corrected copy or prior materials using a word processor, a computer with form templates or a typewriter.
- Proofreads materials for accuracy, completeness, compliance with departmental policies, formatting and correct English usage, including grammar, punctuation and spelling.
- Establishes and maintains office files, following an established filing system; compiles information from such files; purges files as required.
- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, ordering and coordinating supply orders and arranging for equipment purchase and maintenance.
- Processes and distributes incoming and outgoing mail for the office or department.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate a two-way radio or other department-specific equipment.

Qualifications

Knowledge of:

- Methods used in the collection, tabulation, review, analysis and distribution of applications, maps and other planning and public works forms and documents.
- Computer applications related to the work, including permit tracking, word processing and basic spreadsheet applications and basic GIS software.
- Standard office practices and procedures, including filing and the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Record keeping and filing principles and practices.
- Standard business arithmetic and basic statistical techniques.
- Techniques for effectively dealing with the public and City staff, in person and over the telephone.

Skill in:

- Reading, reviewing and analyzing plans, maps, applications and supporting documentation.
- Reading, interpreting, applying and explaining rules, policies, codes and procedures.
- Preparing clear, concise and accurate reports, correspondence and other written materials.
- Organizing, researching and maintaining technical and administrative files.

- Entering data into a computer system and preparing written materials with sufficient speed and accuracy to perform the work.
- Using initiative and sound independent judgment within established procedural guidelines.
- Communicating effectively, in person and over the telephone.
- Composing standard correspondence and reports independently or from brief instructions.
- Making accurate arithmetic and statistical calculations and receipting and balancing money.
- Filing and maintaining automated and hard copy records with speed and accuracy.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education and Experience:

Equivalent to graduation from high school and EITHER completion of two years of college in urban planning or a technical field related to the work OR three years of office administrative support work which has included significant public contact. Familiarity with plans and/or municipal codes is desirable.

Working Conditions:

Works predominantly inside. May work occasional overtime as required. May travel to sites out of the City.

Physical Demands:

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; strength to lift and carry office materials weighing up to 20 pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.