

PERMIT PROCESSORDEFINITION

Under direct supervision, provides information at a public counter in the Planning and Building Agency concerning building procedures, code and permit requirements; reviews and issues construction permits.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Advises and assists contractors, owners/builders, architects, and the general public with information concerning building permit requirements and procedures. Assists with the enforcement of administrative provisions of the California Building Code and various federal, state and municipal codes. Coordinates approval of plans with other city departments and regulatory agencies. Verifies that plan submittals are complete and in conformance with submission standards; with sufficient on-the-job training and experience, may evaluate plans for routine residential projects such as patios and room additions. Calculates permit fees and issues permits. Uses a computer to enter and retrieve information regarding permits; maintains logs, gathers statistics; compiles routine reports; performs record searches; routes files and prepares plans for microfilming; composes correspondence and notices. Observes, identifies and helps resolve problems related to counter operations in cooperation with other counter staff, to promote total quality service. Assists other staff members as needed. Answers telephone inquiries regarding permit process/fees; notifies applicants when plans are ready. Provides guidance and training to clerical and part time support staff. Performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This is the entry-level class in a limited series of specialized technical classes involved in the review and processing of construction permits. The duties of this class are performed under direct supervision of the Permit Supervisor and receive guidance from the Permit Technician. Although both the Permit Technician and Permit Processor classes involve extensive public contact, the Permit Processor is distinguished from the Permit Technician by the greater scope and complexity of work performed by the Technician. Permit Technicians are team leaders who are expected to respond to more complex issues. As knowledge and skills are gained through experience and training, the duties of the Permit Processor may be performed with greater independence.

RECOMMENDED MINIMUM BASIC QUALIFICATIONS

One year of experience with a municipal building department's permit processing function or similar experience at a public counter with an emphasis on customer service or any equivalent combination of experience and training which provides the following knowledge, skills and abilities.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: building construction methods, practices and materials; general building codes and activities; California Building Code and other applicable federal, state and municipal codes and regulations; principles of basic math and business English, including grammar and spelling; basic computer keyboard functions, data entry and record keeping techniques; modern office practices and procedures.

Ability to: read and interpret simple construction plans; verify that plan submittals are complete and in conformance with required submission standards; provide customers with accurate information on permitting procedures; compute fees; enter, track and retrieve information using a computer; prepare and maintain records and files; understand and carry out oral and written instructions; communicate clearly and concisely both orally and in writing; establish and maintain effective working relationships with developers, architects, contractors, property owners, other regulatory agencies, the general public and fellow employees; use tact and diplomacy when dealing with customers from diverse cultural backgrounds, often under pressure of heavy customer demand.

SPECIAL WORKING CONDITIONS

Must be able to work at a public counter, which may involve standing for extended periods of time, up to and including eight hours per day.

PHYSICAL REQUIREMENTS:

Ability to lift and carry objects up to 20 lbs.

CHARACTERISTICS OF THE SUCCESSFUL PERFORMER

The successful performer enjoys working cooperatively with others in a heavy public contact environment. This well organized and detail oriented individual is assertive, yet tactful when advising the public regarding code requirements, and resolving customer complaints. This self-starter is interested in learning more about the planning and construction fields and the codes/standards that regulate them. S/he possesses excellent judgement and is committed to the principles of total quality service.

Class title established per Council Resolution No. 88-38,
effective 7-1-88

Approved through 1986-87 Clerical Study Process
New Title Effective: 1-1-88 SACEA MOU 1987-89

Reviewed: 01/04

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