

City of South San Francisco
Human Resources Department

Permit Technician
Class Description

Definition

Under general direction, provides technical and general information for permit applications, building inspection, codes, code enforcement, inspection procedures, and permit process; checks plans for completeness; calculates permit fees; processes and issues over-the-counter building permits; performs related work as required.

Distinguishing Characteristics

This is a bridge class in the building/code enforcement field, in which incumbents with well-developed office skills and some familiarity with the technical work, become competent to perform the day-to-day counter and phone responsibilities of providing development, code enforcement, and building information to contractors, design professionals, and the public. This class is distinguished from the building inspection/code enforcement classifications in that the latter are professional and/or technical specialists in their areas of expertise. With experience and expertise, this class may qualify to promote to building inspection/code enforcement classifications.

Typical and Important Duties

1. Provides information regarding development, permit requirements, housing, code enforcement, building inspection, and related processes at a public counter or on the telephone.
2. Interprets and applies specific codes, rules, and regulations related to code enforcement and building inspection.
3. Receives plans and related documents for review, ensures that the applications and sets of plans are complete and contain the required information; ensures that contractors possess appropriate insurance and bonding documentation.
4. Reviews, approves, and issues less complicated plan checks over the counter; verifies the accuracy and completeness of information in accordance with division guidelines; assists applicant in completing the permit application process.
5. Calculates review, inspection, and related fees; collects funds and issues receipts.
6. Responds to questions about plan check progress; explains procedures to applicants (owners, contractors, developers) and the general public.
7. Routes plans and monitors progress of plan checks.
8. Maintains plan check filing system; prepares periodic and special reports as required; researches files regarding prior actions, decisions, development activities, and other information as required.
9. Identifies and resolves customer problems; directs customers to the proper person or determines information required.
10. Performs related duties and responsibilities as assigned, which includes some field inspections.

Job-related Qualifications

Knowledge of:

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

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.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Effectively deal with difficult people with firmness and tact.
- Acquire a thorough knowledge of applicable City policies and department procedures and apply that knowledge.
- Understand and comply with federal, state, local, City, departmental, and divisional rules and regulations.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use initiative and independent judgment with established policy and procedural guidelines.
- Organize own 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.
- Work in a safe manner, following City safety practices and procedures.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Entering and retrieving data from a computer with sufficient speed and accuracy sufficient to perform assigned work.
- Performing accurate arithmetic calculations.
- Speaking effectively to communicate in person and over the phone.

Experience and Training

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

Experience:

One year experience in planning, building, contracting, public works, or a related field.

Training:

Equivalent to graduation from high school, supplemented by college-level courses in construction or building technology, blueprint reading and drafting, building inspection, or a closely related field.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, an appropriate, valid California driver's license and a satisfactory driving record.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills:

Able to sit, stand, walk, kneel, crouch, stoop, squat, twist, climb, lift and carry 35 pounds; maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read a computer screen and printed materials, including maps and plans; hearing and speech to communicate in person and over the telephone.

Work Environment:

Mobility to work in a typical office setting, to use standard office equipment, including a computer. Specific positions may require extended hours or off-shift work for meeting attendance or participation in specific projects or programs.

Ability to:

Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; maintain a clean and neat appearance; work protracted and irregular hours; and available for evening meetings.

Additional Information:

- Approved: July 1999
- Revised Date: August 2002, June 2003
- Former Titles:
- Abolished:
- Bargaining Unit: AFSCME
- DOT: No

- Status: Classified/Non-exempt
- Job Code: A460