

SENIOR PERMITS TECHNICIAN

DEFINITION

To organize, assign, and review the work of staff engaged in responsible administrative and technical support that includes providing information and direction to the public on planning, engineering and building issues, processes and requirements at the Permit Center counter; to perform duties requiring specialized knowledge; and to provide administrative support to assigned supervisor.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Permit Technician series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including providing technical and functional supervision over assigned staff and performance of advanced journey level activities. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from an assigned supervisor.

Exercises technical and functional supervision over permit technician staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, prioritize, lead, and review the work of staff involved in providing administrative work in support of Development Services functions related to land use.

Develop schedules and methods to accomplish assignments ensuring all work is completed in a timely and efficient manner.

Participate in evaluating the activities of staff, recommending improvements and modifications.

Provide or coordinate staff training; work with employees to correct deficiencies.

Provide information and direction to the public at the counter, via phone, email, and written correspondence related to the City's development and permit process including planning, building, and engineering, zoning issues, codes, standards, ordinances, and guidelines.

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Review applications, documents and plan submittals to assure accuracy and compliance with pertinent laws and established criteria; log-in and coordinate routing of various plans and permits to appropriate departments.

Perform minor plan checks; issue minor planning, engineering and building permits.

Calculate permit and mitigation fees and provide fee estimates as requested.

Access, enter and update computerized plan check data entry and tracking systems and provide information to the public relating to the status of projects and permits.

Prepare reports, memos and letters pertaining to development review and permitting; collect, record and balance permit-related monetary transactions.

Research, compile and analyze data for special projects and various reports.

Maintain manuals and update resource materials.

Recommend and participate in implementation and improvement of policies and procedures.

Create and update a variety of forms.

Schedule and train counter staff; coordinate meetings.

Open and close Permit Center; oversee cash receivables related to the issuing of permits.

Maintain manuals and update resource information.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service

Perform related work as required.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of land use and construction permitting.

Organization and operation of the City and outside agencies involved with development approvals and coordination.

Research techniques, resources and sources of information related to Development Services.

Customer service principles and public relations techniques.

Office software applications.

English usage, spelling, grammar and punctuation.

Business letter writing and report preparation.

City permit and plan check procedures, rules, regulations and guidelines.

Maps, construction plans and specifications.

Pertinent local, state and federal building, zoning, engineering and planning codes and regulations related to the permit process.

Ability to:

Provide technical and functional supervision over assigned staff; effectively train staff.

Perform the most complex duties related to issuance of permits.

On a continuous basis, know and understand all aspects of the job; intermittently analyze workpapers, reports and special projects; identify and interpret technical and numerical information; observe and problem-solve operational and technical policy and procedures.

On a continuous basis, sit at a desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Read and understand general construction plans, maps, and specifications to assure accuracy.

Analyze situations carefully and adopt effective courses of action.

Research, compile analyze, interpret and prepare a variety of statistical and administrative reports.

Prepare correspondence and memorandums.

Make accurate mathematical calculations.

Use a personal computer and software; plan and organize workload.

Interpret, apply and explain advanced regulations and standards related to land use.

Understand complex construction plans, maps, and specifications.

Respond to and assist in the resolution of difficult and sensitive development related inquiries and complaints.

Independently prepare correspondence and memorandums.

Use independent judgment and personal initiative.

Know, understand, interpret and explain department and program policies and procedures.

Establish and maintain cooperative relations with those contacted during the course of work.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Experience:

Two years of experience performing work similar to that of a Permit Technician II in the City of Roseville.

Training:

An Associate's degree or 60 semester units of college level course work including 18 units in a major field of study and 21 units in general education, from an accredited college or university. Major course work in building inspection, urban planning, architecture, landscape architecture, engineering, or related field is preferred. (Note: An additional two years of administrative or technical experience that involves extensive public contact or possession of a valid Permit Technician Certificate from the International Code Council may substitute for the above educational requirement).

License or Certificate

Possession of a valid California driver's license by date of appointment.

Possession of a valid Permit Technician Certificate from the International Code Council by date of appointment.

12-08-18