



## **CITY OF RANCHO SANTA MARGARITA**

### **JOB DESCRIPTION**

### **PERMIT PROCESSING TECHNICIAN**

#### **DEFINITION**

Under direction of the Development Services Director, the Permit Processing Technician performs a wide variety of general and technical duties in support of Department and front counter operations including: reviewing, accepting, processing and issuing building permits; provides information and assistance to developers, residents, the business community and the general public on building code and permit requirements, construction and property development and other City programs including the construction and demolition recycling program and water quality program. The Permit Processing Technician may also assist with receiving planning applications and providing front counter support with planning and zoning functions.

#### **DISTINGUISHING CHARACTERISTICS**

This classification reports directly to the Development Services Director. The position is distinguished from administrative support classes in that duties are more narrowly focused on technical customer service at the front counter and on the telephone related to the issuance and maintenance of building permits. The Permit Processing Technician receives only occasional instruction or assistance as new or unusual situations arise and is fully aware of the applicable codes related to building permits and operating policies and procedures of the Development Services Department.

#### **ESSENTIAL DUTIES**

The following functions are typical for this classification. Incumbents may not perform all of the listed functions and/or may be required to perform additional or different functions consistent with business needs and position qualifications.

- Provide general and technical information to property owners, developers, business owners, residents, the general public and other agencies on building codes, permit processing and property development.
- Examine, check and approve routine permits for construction, commercial, industrial and residential development applications. As needed, receive planning applications (e.g., sign permit, zoning confirmation letter, temporary banner permit and special event permit applications).

- Verify that plan submittals are either complete or incomplete with standard building and planning requirements.
- Calculate fees, collect deposits and issue permits according to City and Department rules, regulations and policies.
- Prepare daily inspection route for building inspectors and assist the public in scheduling building permit inspections.
- Receive and log all permit applications and plan check requests.
- Serve as liaison between City staff and contractors, developers and owners; explain the permit process, applicable code interpretations and plan check comments to the public, architects, builders, owners and contractors.
- Gather information and prepare routine reports on building activities, permits and related information. Prepare regular status and monthly reports of building and planning permit and inspection performance including: permits issued, fees collected and types of projects for use by staff and outside agencies; coordinate building permit information with applicable agencies.
- Coordinate final inspection clearances according to Department policies; determine that all requirements have been met prior to permit issuance and/or occupancy and utility releases; schedule all building permit inspections prior to the issuance of Certificate of Use and Occupancy.
- Provide contractors, builders, developers and the general public with information on the City's Construction and Demolition Recycling Program. Calculate and collect deposits for the City's Construction and Demolition Recycling Program prior to the issuance of permits.
- Provide contractors, builders, developers and the general public with information on the City's Water Quality requirements.
- Process forms, permit applications and plans necessary for business registration, maintain business registration database.
- Organize, enter and retrieve building permit and other information utilizing a computer; maintain and update electronic and physical records in accordance with City Records Retention Policy. Files and maintains plans, permits, property records and inspection records; coordinate the microfilming of plans and blueprints for the department;

- Respond to requests for public information; makes copies for records requests and maintain a log of responses.
- Maintain supplies including permit applications, forms and related documents; requisition additional supplies as required; maintain development assistance forms.
- Observe, identify and help resolve problems related to counter operations in cooperation with other City staff.
- Establish, maintain and foster positive and harmonious working relationships with City staff and all those contacted in the course of work.
- Perform related work as required.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

Building construction methods, occupancy classifications, construction types and plan & tract specifications.

Building, planning and engineering permit processes and procedures.

Pertinent Federal, State, and local laws, codes and regulations including Building Code, Municipal Code, and construction practices and methods.

Basic community and urban planning procedures and practices.

Basic zoning laws.

Basic mathematical principles.

Principals and practices of effective customer service techniques.

Basic accounting methods, cash and payment handling procedures.

Building, Planning and Engineering terminology.

Proper record keeping procedures.

Modern office procedures and methods, including operation of modern computer equipment and related software programs, including GIS.

**Ability to:**

Review building permit applications for completeness and adherence to established guidelines.

Read and understand blueprints, construction plans and specifications.

Read, interpret, apply, and explain pertinent ordinances, regulations and procedures related to Department operations, including building permits and planning applications.

Provide customers with accurate information on building, planning, and zoning codes and City and Department policies and procedures.

Operate office equipment including computers and supporting software programs such as permit processing, word processing and spreadsheet applications.

Gather and prepare data for use in report preparation.

Evaluate situations, identify problems, recommend solutions and implement recommendations.

Assist other staff on projects as appropriate.

Accurately calculate permit fees using mathematical formulas and issue permits.

Prepare correction lists, return plans and reevaluate plans which required corrections.

Maintain tactfulness and courtesy in handling potential conflict situations.

Follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing, with the general public, developers, architects, contractors, office staff and other departments.

Work under pressure with frequent interruptions and a high volume of public contact by phone and in person.

Work independently in absence of supervision.

Travel to various sites and operate a motor vehicle safely.

### **Training and Experience:**

Any combination equivalent to experience and training that provides the knowledge, skills, and abilities necessary for acceptable job performance. Example combinations include:

Education equivalent to completion of the twelfth grade, with two years of college coursework or related training associated with building trades or building codes, two years experience in a municipal setting processing and issuing building permits, or an equivalent combination of education, experience and training that would likely provide the required knowledge and abilities.

Certification as a Permit Technician is desirable.

### **Licenses:**

Possession of a valid California Driver's License and a safe driving record at appointment is required.

### **Physical Standards:**

***Physical & Sensory Elements:*** The sensory demands of the job typically require speaking, hearing, touching and seeing. This is primarily a sedentary office classification although standing in work areas for prolonged periods of time and walking between work areas may be required. Employee has extensive public contact and is required to communicate with others, use a telephone and work on a personal computer. Close vision for reading and working on a visual display terminal screen and the ability to focus on small objects is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Positions in this classification occasionally lift and carry plans, reports and records that typically weigh less than 25 pounds.

***Environmental Elements:*** Employees primarily work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may be required to travel to other locations and attend meetings. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing policies and procedures.

### **Tools and Equipment:**

Personal computer, including word processing, spreadsheet, electronic calendar software and specialized software programs; telephone, fax, copier, postage machine and other modern office equipment as necessary.

## **SELECTION GUIDELINES**

All selection guidelines for this position are subject to City Council determination, and include a formal City application, rating of education and experience, oral interview, and reference check. Job-related tests may also be required. Successful completion of a background review, including fingerprinting, may be required. Selected candidate will be required to provide written identification showing entitlement to legal residence in the United States.

*Note: All employees of the City of Rancho Santa Margarita are designated to be "Disaster Service Workers." In the event of a declared emergency or any undeclared emergency or natural disaster that threatens the life, health and/or safety of the public, employees may be assigned to assist rescue and relief workers. Such assignments may be in locations, during hours and performing work significantly different from the employee's normal work assignments and may continue through the recovery phase of the emergency (per City Ordinance 03-04).*

**FLSA Status:**                      **Non Exempt**

**Classification Status:**      This is an "At Will" classification and not included in "Competitive Service" as defined in Section 2.04.040 of the Rancho Santa Margarita Municipal Code. Employment can be terminated with or without cause or notice at any time by either City or employee.

**Approval Date:**