

LEGEND:

Additions

Deletions

Approved September, 2007

Proposed November, 2018

CITY OF SANTA CLARA, CALIFORNIA
SENIOR PERMIT TECHNICIAN
(766)

EDUCATION AND EXPERIENCE

Minimum Qualifications:

- Graduation from high school or possession of a GED. ~~and~~
- Two (2) years of increasingly responsible permit technician experience that involves extensive public contact in planning, zoning, engineering, architecture, or building construction trades.

LICENSE

- *Possession of an International Code Council (ICC) Permit Technician Certificate or ability to obtain certification within one year of appointment.*
- Possession of a valid California Class C driver's license is required at time of appointment and for the duration of employment.

DISTINGUISHING CHARACTERISTICS

This is a journey level technical classification in the City's classified service. ~~The incumbent is~~ primarily responsible for managing workflow at the Permit Center and coordinating work such as staff coverage, plans routing, plans ready for permit issuance, plans micro-filming, etc., as well as leading and training Permit Center staff.

TYPICAL ~~TASKS~~DUTIES

~~Each position in this classification may not include all the duties listed below, nor do the examples cover all duties that may be performed.~~

Duties may include, but are not limited to, the following:

Under general ~~supervision~~*direction*:

- Performs public counter work related to the City's development process;
- Provides written and verbal information to the public regarding the permit process, City regulations, procedures, and policies;
- Reviews applications, documents, and plan submittals for permits to assure accuracy, completeness, and compliance with pertinent laws;
- Calculates and collects permit fees; issue permits;
- Plans, organizes, coordinates, and participates in the activities of Permit Center staff;
- May train or assist in the training of Permit Center staff;
- Performs computer data input and retrieval; maintain logs and records of permits issued;
- Performs simple plan checks; distributes, coordinates, tracks, and files plans for plan checking;

SENIOR PERMIT TECHNICIAN (continued)

- Conduct research on past and current file activity; verify zoning, geologic hazard, flood zone, historic, and other status of permit sites; ~~and~~
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Building Codes, maps, construction plans, and specifications;
- Pertinent City functions, policies, rules and regulations;
- Problem solving and conflict resolution practices and techniques;
- ~~Research methods and techniques.~~
- Computer applications, ~~(such as Microsoft Word, Excel, email-Outlook, and the Internet),~~ databases, ~~and~~ spreadsheets including data management;
- ~~Office safety practices, procedures and standards; and~~
- ~~English usage, spelling, grammar and punctuation;~~

Ability to:

- Read and interpret ~~plan~~ building plans, related constructions documents, and various maps;
- Comprehend and implement office automation concepts and perform accurate data entry quickly under deadline pressure;
- *Provide lead direction and review work of assigned staff*
- *Evaluate situations, identify problems, make logical decisions, and follow through with resolutions*
- Control workflow at the Permit Center;
- Make accurate mathematical calculations;
- Track statistics, permits and other data;
- Communicate clearly, ~~concisely~~ and effectively, *both orally and in writing* ~~verbally and in writing with both internal City clients and the general public using correct English grammar; spelling and punctuation;~~
- Establish and maintain effective working relationships with those contacted in the course of work, *including the general public;*
- Work in a team-based environment and achieve common goals;
- Effectively handle multiple priorities, organize workload, and meet strict deadlines;
- Follow written and verbal instructions; ~~and~~
- ~~Bend, stoop, reach, carry, crawl, climb and lift up to 25 pounds as necessary to perform assigned duties.~~
- ~~Perform as permit coordinator for special projects;~~
- ~~Resolve conflicts with customers and Permit Center staff;~~
- ~~Interpret documents and plans;~~
- ~~Deal tactfully and courteously with others;~~

SUPERVISION RECEIVED

Works under the supervision of the ~~Principal Engineer~~ *Plan Review Manager, Permit Center Supervisor, Senior Plans Examiner*, or other supervisors as assigned.

SUPERVISION EXERCISED

Assist in the training of new and as-needed personnel as assigned. Act as leadsperson over

SENIOR PERMIT TECHNICIAN (continued)

Customer Service Representative-Permit Center, Permit Technicians, or as-needed personnel as assigned.

OTHER REQUIREMENTS

- Must be able to perform all of the essential functions of the job assignment.
- May be required to work unusual hours and weekends in the performance of their duties.

CONFLICT OF INTEREST

Incumbents in this position are required to file a Conflict of Interest Statement upon assuming office, annually, and upon leaving office, in accordance with City Manager's Directive 100.

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TYPICAL DUTIES

Duties may include, but are not limited to, the following:

Under general direction:

- Performs public counter work related to the City's development process
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- Calculates and collects permit fees; issue permits
- Plans, organizes, coordinates, and participates in the activities of Permit Center staff
- May train or assist in the training of Permit Center staff
- Performs computer data input and retrieval; maintain logs and records of permits issued
- Performs simple plan checks; distributes, coordinates, tracks, and files plans for plan checking
- Conducts research on past and current file activity; verify zoning, geologic hazard, flood zone, historic, and other status of permit sites
- Performs other related duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

SENIOR PERMIT TECHNICIAN (continued)

Knowledge of:

- Building Codes, maps, construction plans, and specifications
- Pertinent City functions, policies, rules and regulations
- Problem solving and conflict resolution practices and techniques
- Research methods and techniques Computer applications, such as Microsoft Word, Excel, Outlook, and the Internet, databases, and spreadsheets including data management
- Office safety practices, procedures and standards

Ability to:

- Read and interpret building plans, related constructions documents, and various maps
- Comprehend and implement office automation concepts and perform accurate data entry quickly under deadline pressure
- Provide lead direction and review work of assigned staff
- Evaluate situations, identify problems, make logical decisions, and follow through with resolutions
- Control workflow at the Permit Center
- Make accurate mathematical calculations
- Track statistics, permits and other data
- Communicate clearly and effectively, both orally and in writing
- Establish and maintain effective working relationships with those contacted in the course of work, including the general public
- Work in a team-based environment and achieve common goals
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- Bend, stoop, reach, carry, crawl, climb and lift up to 25 pounds as necessary to perform assigned duties

SUPERVISION RECEIVED

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SUPERVISION EXERCISED

Assist in the training of new and as-needed personnel as assigned. Act as leadsperson over Customer Service Representative-Permit Center, Permit Technicians, or as-needed personnel as assigned.

OTHER REQUIREMENTS

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