

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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**SENIOR PERMIT TECHNICIAN**  
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- Graduation from high school or possession of a GED.
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**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 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
- 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
- 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
- Effectively handle multiple priorities, organize workload, and meet strict deadlines
- Follow written and verbal instructions
- Bend, stoop, reach, carry, crawl, climb and lift up to 25 pounds as necessary to perform assigned duties

### **SUPERVISION RECEIVED**

Works under the supervision of the 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 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.

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