

LEGEND:

*Additions*

*Deletions*

Approved November, 2018

Proposed May, 2019

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

EDUCATION AND EXPERIENCE

Minimum Qualifications:

- Graduation from high school or possession of a GED.
- 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 Senior Permit Technician is distinguished from the Permit Technician by the knowledge and experience required to perform more complex work. The incumbent is primarily responsible for having working knowledge of permit tracking software and City procedures related to permit tracking and routing, calculating fees, and providing development, code enforcement, and building information to contractors, design professionals, and the public. The incumbent is expected to work with minimal supervision and exercises independent judgement.* ~~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-filing, 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:

- Reviews applications, documents, and plan submittals for permits to ~~assure~~*ensure* accuracy, completeness, and compliance with pertinent laws
- ~~verify~~*Verifies* zoning, geologic hazard, flood zone, historic, and other status of permit sites  
Calculates *review, inspection, and other related fees;* ~~and~~*collects funds and issues receipts;* ~~permit fees; issue permits~~
- *Researches files regarding prior actions, decisions, and development activities and prepares special reports as required* ~~Conducts research on past and current file activity;~~

## SENIOR PERMIT TECHNICIAN (continued)

- *Acts as single-point-of-contact for developers with City building services*
- *Identifies and resolves customer inquiries and complaints*
- *Performs complex data entry, data organization, and records access*
- *Processes and issues permits for large scale multi-family, tract home, and commercial projects*
- *Establishes, assigns, verifies, and corrects building addresses within the City for large scale multi-family, tract home, and mixed-use commercial projects*
- *Approves Master Plan applications and performs plan checks on qualified minor projects*
- *Participates in Project Clearance Committee and Subdivision Committee meetings*
- *Coordinates workflow within City departments and outside agencies for Capital Improvement Projects*
- *Participates in the administration of assigned activities*
- *Recommends and participates in the implementation of policies and procedures*
- May train or *assign activities to assist in the training of* Permit Center staff
- Performs other related duties as assigned
- ~~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~~
- ~~Plans, organizes, coordinates, and participates in the activities 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~~

## KNOWLEDGE, SKILLS, AND ABILITIES

### Knowledge of:

- Building Codes, maps, construction plans, and specifications
- *Permit processes including public rights-of-way, private and public easements, set-backs, zoning and engineering requirements, and the need for variances*
- Pertinent City functions, policies, rules and regulations
- Research methods and techniques
- Computer applications, such as Microsoft Word, Excel, Outlook, *Tidemark, and Accela* 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
- *Maintain professionalism, courtesy, and composure, including stressful situations*
- Evaluate situations, identify problems, make logical decisions, and follow through with resolutions
- *Deal with sensitive and confidential information*
- Provide lead direction and review work of assigned staff
- Control workflow at the Permit Center
- *Perform* accurate data entry ~~quickly under deadline pressure~~
- Make accurate mathematical calculations
- Track statistics, permits, and other data Establish and maintain effective working relationships with those contacted in the course of work, including the general public



## SENIOR PERMIT TECHNICIAN (continued)

- Work in a team-based environment and achieve common goals
- Effectively handle multiple priorities, organize workload, and meet strict deadlines
- Communicate clearly and effectively, both orally and in writing
- *Operate a variety of standard office equipment, including a computer, fax machine, telephone, and copier*
- Bend, stoop, reach, carry, crawl, climb and lift up to 25 pounds as necessary to perform assigned duties
- ~~Follow written and verbal instructions~~
- ~~Comprehend and implement office automation concepts and perform~~

### 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.

### 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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**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 Senior Permit Technician is distinguished from the Permit Technician by the knowledge and experience required to perform more complex work. The incumbent is primarily responsible for having working knowledge of permit tracking software and City procedures related to permit tracking and routing, calculating fees, and providing development, code enforcement, and building information to contractors, design professionals, and the public. The incumbent is expected to work with minimal supervision and exercises independent judgement.

**TYPICAL DUTIES**

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

Under general direction:

- Reviews applications, documents, and plan submittals for permits to ensure accuracy, completeness, and compliance with pertinent laws
- Verifies zoning, geologic hazard, flood zone, historic, and other status of permit sites  
Calculates review, inspection, and other related fees; collects funds and issues receipts
- Researches files regarding prior actions, decisions, and development activities and prepares special reports as required
- Acts as single-point-of-contact for developers with City building services
- Identifies and resolves customer inquiries and complaints
- Performs complex data entry, data organization, and records access
- Processes and issues permits for large scale multi-family, tract home, and commercial projects
- Establishes, assigns, verifies, and corrects building addresses within the City for large scale multi-family, tract home, and mixed-use commercial projects

## **SENIOR PERMIT TECHNICIAN (continued)**

- Approves Master Plan applications and performs plan checks on qualified minor projects
- Participates in Project Clearance Committee and Subdivision Committee meetings
- Coordinates workflow within City departments and outside agencies for Capital Improvement Projects
- Participates in the administration of assigned activities
- Recommends and participates in the implementation of policies and procedures
- May train or assign activities to Permit Center staff
- Performs other related duties as assigned

### **KNOWLEDGE, SKILLS, AND ABILITIES**

#### **Knowledge of:**

- Building Codes, maps, construction plans, and specifications
- Permit processes including public rights-of-way, private and public easements, set-backs, zoning and engineering requirements, and the need for variances
- Pertinent City functions, policies, rules and regulations
- Research methods and techniques
- Computer applications, such as Microsoft Word, Excel, Outlook, Tidemark, and Accela , databases, and spreadsheets including data management
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#### **Ability to:**

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- Maintain professionalism, courtesy, and composure, including stressful situations
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- Provide lead direction and review work of assigned staff
- Control workflow at the Permit Center
- Perform accurate data entry
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- Track statistics, permits, and other data 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
- Communicate clearly and effectively, both orally and in writing
- Operate a variety of standard office equipment, including a computer, fax machine, telephone, and copier
- 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 Permit Center Supervisor 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

## **SENIOR PERMIT TECHNICIAN (continued)**

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