



City of Watsonville

Job Description

JOB TITLE: Permit Technician

DATE APPROVED: November 1997

DEPARTMENT: Community Development

SUPERSEDES: N/A

REPORTS TO: Permit Services Supervisor

SUPERVISION:

EMPLOYEE UNIT: SEIU

FLSA: Non-Exempt

JOB SUMMARY:

To perform a variety of routine and complex clerical, administrative and technical work in the processing and issuance of permits.

DISTINGUISHING CHARACTERISTICS

This job class functions at a journey level of work and requires both independent effort and close coordination with others doing related work. The employee must exercise sound judgment and be able to deal tactfully and courteously with the public, including applicants having varying experience and levels of sophistication, and other employees at all levels.

EXAMPLES OF ESSENTIAL DUTIES:

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

- Greets customers at the Development Services counter and/or on the telephone, assesses the customers' needs, and assists them or directs them to the appropriate location or individual for assistance
- Provides general zoning and building and related code information and application forms to the public
- Provides guidance and assistance to the public in filling out various permit applications and other forms
- Assists the public in understanding the permitting process and the necessary information and attachments required to submit a complete application
- Assists in coordinating the permitting process with the Building Official, Building Inspectors, planners, engineers, inspectors and other staff
- Accepts Building, Planning, Grading and Encroachment permit applications and other submittals and checks them for accuracy and completeness
- Routes applications to appropriate staff or consultants for plan check
- Calculates Impact, Traffic, Water, and Affordable Housing fees
- Enters application and permit data in the City's computerized permit issuance and tracking system in accordance with established protocols
- Issues routine permits within the scope of authority and responsibility assigned

- Tracks and facilitates the Plan Check process to assure timely review and issuance of a variety of permits
- Serves as Community Development Customer Service Representative for certain projects and/or categories of projects
- Contacts customers by telephone or letter with status information or questions regarding pending applications
- Assists in the resolution of complex and sensitive customer service issues, either personally, by telephone or in writing, and maintains accurate records and documents pertaining to such activities
- Checks Business License applications for conformity with the Zoning and Building Codes
- Schedules and tracks inspections and re-inspections
- Recommends changes to codes, rules and regulations, forms and procedures to correct identified problems and to help ensure the process is efficient, effective and fair

EMPLOYMENT STANDARDS

Knowledge of:

- Community Development Department organization, services and operations
- basic permit processing procedures
- basic principles, practices and methods of construction and land development
- building codes, zoning and other regulations governing basic or common types of construction and development work
- correct procedures for use of the computerized permit issuance and tracking system requirements for issuance of a building permit
- proper method of calculating City permit fees
- zoning and land use permitting procedures

Ability to:

- establish and maintain effective working relationships with contractors, developers, architects, engineers, business and home owners, and members of the general public
- work effectively with other employees at all levels in the Community Development Department and other City departments
- communicate effectively orally and in writing
- read, understand and accurately explain City regulations and codes and application procedures
- perform arithmetical calculations using addition, subtraction, multiplication and division
- correctly use the City's computerized permit issuance and tracking system
- work in a methodical and organized manner
- work effectively and maintain a calm demeanor under stressful conditions and with frequent interruptions
- understand and carry out oral and written directions in a professional and timely manner read, understand and interpret complex construction drawings
- correctly operate one or more calculators, multi-function telephones, personal computers, printers, copiers and fax machines, and a two-way radio requiring fine hand manipulation correctly utilize the Scantron and Interactive Voice Response systems
- speak English/Spanish is highly desirable

PHYSICAL REQUIREMENTS:

Physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- work is performed primarily in a standard office setting; frequent contact with the public
- primary functions require sufficient physical ability and mobility to work in an office setting
- stand or sit for prolonged periods of time
- occasionally stoop, bend, kneel, crouch, reach, and twist
- lift, carry, push, and/or pull light to moderate amounts of weight; lift heavier amounts on occasion.
- operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard
- verbally communicate to exchange information
- reach above and below shoulder level
- stand and walk for at least six hours per day

- work indoors in an office environment subject to heat/cold and fragrances such as ammonia and perfumes
- intermittently twist and bend to reach equipment and supplies
- hear adequately to converse on the telephone, cellular phone, and in person
- perform simple grasping to operate equipment

TRAINING AND EXPERIENCE:

Any combination of training and experience which provides the required knowledge and abilities is qualifying. Typical ways to obtain the knowledge and abilities are:

- graduation from a standard senior high school, or GED equivalent, and a minimum total of two years experience in administrative or clerical work in building inspection, construction, construction estimating or related fields including regular contact and work with the public and other employees at various levels; or,
- equivalent experience and/or education that indicates an ability to perform the essential duties

LICENSE & CERTIFICATION:

- Possession of a valid California Class C Driver's License and a safe driving record