

# CITY OF SAN JUAN CAPISTRANO

## PERMIT TECHNICIAN

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

### **DEFINITION**

To perform a variety of technical duties pertaining to the processing, review and issuance of building permits; to provide customer service and respond to inquiries regarding departmental policies and procedures; to conduct plan and records research; and to perform a variety of tasks relative to assigned area of responsibility.

### **DISTINGUISHING CHARACTERISTICS**

This is the entry level class in the Permit Technician series. This class is distinguished from the Senior Permit Technician by the performance of more routine permit processing tasks and duties.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Building and Code Enforcement Manager or Senior Permit Technician.

**ESSENTIAL FUNCTION STATEMENTS** *Essential responsibilities and duties may include, but are not limited to, the following:*

#### **Essential Functions:**

1. Provides customer service to the public at the front counter and via telephone; responds to inquiries regarding permit processes, policies and procedures.
2. Receives and reviews permit applications and submittal packages; monitors for accuracy and completeness of documentation; verifies contractor licenses, classification and validity of insurance.
3. Labels and logs application information into departmental log book and database; creates and maintains applicant files; routes applications submitted to relevant City departments for approval.
4. Tracks and monitors plan status; notifies contractors, developers, engineers and property owners regarding status of applications; advises applicants of corrections required.
5. Issues building, electrical, plumbing, mechanical, grading and landscape permits; collects and issues receipts for permit fees; may calculate permit fees and/or school district and transportation agency fees as assigned.
6. Conducts a variety of records and plan research; assists the public in retrieving, copying and microfilming records.
7. Organizes the permit filing system; maintains departmental records and plans including purging final permit files.
8. Prepares inspection work order requests; creates and maintains Inspector files and daily log of inspection activities.
9. Generates, prepares and maintains a variety of departmental reports; coordinates the distribution of reports to relevant City personnel and/or outside agencies.

**CITY OF SAN JUAN CAPISTRANO**  
**Permit Technician (Continued)**

10. Calculates construction and demolition bonds; coordinates C&D bond exonerations, utility releases and check requests.
11. May assist with plan checks as assigned including monitoring for compliance with applicable codes, ordinances and regulations and/or recommending minor plan modifications.
12. Performs related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

- Basic principles and practices of building permit processing.
- Federal, State and local laws, codes and regulations governing the issuance of building permits.
- Building permit documentation, records and reports.
- Principles and standards of record keeping.
- General office practices, procedures and equipment.
- Standard computer software applications.
- Principles and procedures of data entry and record keeping.
- English usage, spelling, grammar and punctuation.
- Basic mathematical principles.
- Principles and practices of effective customer service.

**Skill in:**

- Coordinating and performing a variety of routine permit processing functions.
- Providing customer service to the public in person and via telephone.
- Responding to inquiries regarding permit processes, policies and procedures.
- Reviewing permit applications and supporting documentation for accuracy and completeness.
- Preparing and submitting applications to appropriate City departments for approval.
- Maintaining applicant files and tracking and monitoring the status of plans submitted.
- Notifying applicants regarding plan approval or corrections required.
- Calculating and collecting permit fees.
- Utilizing computers, preparing reports and maintaining departmental files and records.
- Communicating clearly and concisely, both orally and in writing.
- Establishing and maintaining effective working relationships with those contacted in the course of work.

**EXPERIENCE AND TRAINING GUIDELINES**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Experience:**

Two years of clerical experience involving front counter public contact.

**Training:**

Equivalent to the completion of the twelfth grade.

**Licenses or Certifications:**

Possession of, or ability to obtain, an International Code Council (ICC) Permit Technician Certification.

**CITY OF SAN JUAN CAPISTRANO**  
**Permit Technician (Continued)**

**WORKING CONDITIONS**

**Environmental Conditions:**

Office environment; extensive public contact.

**Physical Conditions:**

Essential functions require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time; requires visual acuity for reviewing permit applications.