

CITY OF HAYWARD

PERMIT TECHNICIAN I/II

DEFINITION

Under general direction, performs paraprofessional and clerical work supporting the operations of the Building Division of the Development Services Department; processes building, plumbing, mechanical, electrical, and other permits as required. Provides permit-related information to internal and external customers. Works in the Permit Center as assigned.

DISTINGUISHING CHARACTERISTICS

Permit Technician I – This is the entry level class in the Permit Technician series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Permit Technician I class is distinguished from the II level by performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Permit Technician II – This is the journey level class in the Permit Technician series and is distinguished from the I level by the ability to perform the full range of duties assigned with only occasional instruction or assistance as unusual or unique situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED

Permit Technician I: Receives immediate supervision from the Supervising Permit Technician. May receive functional direction from the Senior Permit Technician as directed.

Permit Technician II: Receives immediate supervision from the Supervising Permit Technician. May receive functional direction from the Senior Permit Technician as directed.

SUPERVISION EXERCISED

Permit Technician I: May exercise technical and functional direction over Administrative Clerk I/II as directed.

Permit Technician II: May exercise technical and functional direction over less experienced staff and/or Administrative Clerk I/II as directed.

ESSENTIAL DUTIES

Advises contractors, developers, engineers, architects and the public on permit process requirements and permit status.

ESSENTIAL DUTIES (continued):

Calculates permit fees.

Reviews simple drawings for processing and/or code compliance.

Reviews applications for completeness so that the plans can be reviewed for accuracy and compliance with local, state, and Federal regulations and policies.

Researches permit application status in response to inquiries from staff and the public.

Updates permit records and files; enters data into automated system.

Collects and compiles data relating to Permit Center operations as requested.

Circulates permit submittals to other departments and consultants for review and comments, and records responses.

Issues permits, as directed, that are in compliance with standardized requirements.

Prepares and issues receipts, letters, statistical reports and other forms, and schedule inspections as needed. Responds to public inquiries at counter, by phone and in writing.

Coordinates archiving of records.

Performs related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Basic mathematics.

Basic knowledge of plan check and building permit approval process and procedure.

Effective public contact techniques in person, on the telephone, and through written communication.

Manual and automated filing and permit tracking systems and record keeping.

Ability to:

Work on several tasks at the same time, plan and organize workload, and meet deadlines.

Read and analyze simple plans and construction drawings.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Ability to (continued):

Work independently within established policies and procedures.

Operate a keyboard utilizing word processing, spreadsheet, e-mail and permit tracking software.

Perform detailed review of permit submittals and responses to insure completeness and conformance to processing requirements.

Deal tactfully, courteously and effectively with internal and external customers.

EDUCATION AND EXPERIENCE

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

Permit Technician I

Experience: Two (2) years of full time clerical experience involving extensive public contact.

Education: Equivalent to the completion of the twelfth (12th) grade. College course work in building code requirements is highly desirable.

Licenses and Certificates: None required. Possession of an International Code Council (ICC) Permit Technician certificate is desirable.

Possession and maintenance of a valid Class C California Driver's License.

Permit Technician II

Experience: Two (2) years of experience comparable to that of a Permit Technician I for the City of Hayward.

Education: Equivalent to the completion of the twelfth (12th) grade. College course work in building code requirements is highly desirable.

Licenses and Certificates: Possession of an International Code Council (ICC) Permit Technician.

Possession and maintenance of a valid Class C California Driver's License.

SPECIAL REQUIREMENTS

Essential duties require the following mental and/or physical abilities and work environment: work in a standard office environment and use standard office equipment and current software; to grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; walk, stand, crouch, reach, twist, turn, kneel, bend, squat, stoop and safely lift and move materials weighing up to 35 pounds; converse by telephone, by email, in person, and to small or large groups and be clearly understood; interact with the public and all different levels of City staff in an effective and professional manner. Essential functions must be performed with or without reasonable accommodations.

PROBATIONARY PERIOD: One (1) Year

180CS99

July 1999

Revised January 2014

Revised January 2016

AAP GROUP: 16

FPPC STATUS: Designated

FLSA STATUS: Non-exempt