



## TOWN OF LOS GATOS

# PERMIT TECHNICIAN

Class Code: 4440

Department: Community Development

Supervisor: Chief Building Official

Bargaining Unit: T.E.A.

FLSA Status: Non-Exempt

---

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

### **CLASS SUMMARY**

The Permit Technician performs a variety of technical, paraprofessional, and customer service duties related to building permits. These duties include, but are not limited to: providing direct and daily assistance to architects, contractors, property owners, and the general public at the Town's Building Permit Counter; accepting, reviewing, issuing, and tracking building permit applications; ensuring that plans and applications include required information for timely and efficient processing; entering data into computer databases; calculating and collecting permit and applications fees; and providing information regarding policies, procedures, codes, ordinances, regulatory statutes, etc. at the counter, by telephone, and in writing. Judgment is exercised on a daily basis in referring customers or callers to other staff members when resolution of the problem exceeds the Permit Technician's ability to respond, or when it is directly related to the specialized function of another staff member.

### **SUPERVISION RECEIVED AND EXPECTED**

Receives direct supervision from the Chief Building Official. Exercises no direct supervision over staff.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

Essential and other important responsibilities and duties may include, but are not limited to, the following:

- Assists and provides information to developers, contractors, property owners, and the general public at the permit counter, in writing, or by phone about building permit requirements, permit and plan check fees; plan review and plan check filing procedures and processing; and permit status.
- Receives construction documents and building permit applications; reviews these documents for completeness and submittal; enters data into computer databases; routes plans and coordinates between Town departments and outside agencies for permit review and approval; and tracks plan review process.
- Calculates and prepares fee estimates, assesses various fees for plan review, inspection and other projects; and applies fees to permits.
- Reviews minor applications for conformance with ordinances and Department standards, policies, and guidelines.
- Reviews, approves, and issues administrative over-the-counter permits covered by procedures and guidelines such as roofing, water heaters, and minor single-family home alteration permits.
- May perform basic plan checks on minor alterations for residential projects such as bathroom and kitchen remodels, roof-mounted photovoltaic systems, and electric vehicle charging stations.
- Performs a variety of technical and standard office support work, including, but not limited to organizing and maintaining the Town's electronic and paper plan check filing systems; obtaining reproductions of laser fiche or blueline copies; answering the telephone for the Building Division and Community Development Department; scheduling inspection requests when needed; and creating a variety of periodic and special reports and documents as requested, such as Annual Performance Measures.
- Increases knowledge base and learns new skills in a continuous effort to become a more productive team participant and subject matter expert.
- Receives new business licenses, including data input into financial system and collection of related fees.
- Maintains Accela permit computer software.
- Cashiering duties for Building, Planning and Finance Departments.
- Executes all Town address changes and assign new addresses.

- Coordinates intradepartmental and interdepartmental responses to inquiries, concerns, suggestions, and complaints in a timely and professional manner.
- Builds and maintains positive working relationships with co-workers, other Town employees, organizations and their representatives, and the general public, exhibiting exceptional customer service and communication skills.
- May be assigned as a Disaster Service Worker, as required.
- Performs other related duties as assigned.

## QUALIFICATIONS

### *Knowledge of:*

- Standard office practices and procedures, including the use of standard office equipment, basic record-keeping, arithmetic, and computer applications related to the work.
- Basic familiarity with Planning, Building, and Fire principles and practices; and terminology and symbols on maps and construction plans and specifications.
- Town policies and procedures related to development review, plan checking, and building permitting processes.
- Record keeping and report preparation.
- Professional level writing techniques, including proper grammar, spelling, vocabulary, and punctuation.
- Pertinent local, state, and federal laws, rules, and regulations as they apply to designated and specialized areas of environmental services.
- Conflict resolution skills.

### *Ability to:*

- Work in a team setting, and independently without close supervision in standard working situations, using initiative and independent judgement within established guidelines.
- Communicate effectively in person, over the telephone, and in writing.
- Read, interpret, apply, explain and apply Federal, State, and local laws, rules, regulations, policies, codes, policies, and procedures.

- Read and understand development plans and specifications, review of minor residential alterations for code compliance; and interpret architectural blueprints, plans, and specifications.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Make accurate mathematical calculations; calculate square footage, and fees.
- Maintain accurate records, gather data, and prepare routine reports.
- Learn and apply technical knowledge related to Building Permit activities.
- Build and maintain positive working relationships with co-workers, other Town employees, organizations and their representatives, and the general public exhibiting effective customer service and communication skills.
- Consistently demonstrate professionalism, ethical integrity, and exceptional customer service.
- Celebrate the achievements and success of the organization.

**Education and Experience:**

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

Any combination of training and experience that demonstrates possession and competency in the requisite knowledge, skills, and abilities; completion of high school or equivalent GED; three (3) years of public contact experience working at a public counter in a planning, building, construction, fire prevention office, or closely related field. Completion of college level coursework in construction management or building inspection techniques is desirable.

**License and Certification:**

At the option of the Town, the person hired into this class may be required to either possess at entry or obtain within specified time limits designated licenses, certificates or specialized education and training relevant to the area of assignment. Additional requirements may include, but are not limited to:

- California Class C Driver's License
- Possession of an International Code Council Permit Technician Certificate is highly desirable within six months of date of hire.

**PHYSICAL DEMANDS**

This is a moderately sedentary office classification with some standing and walking between work areas required. The individual(s) in this classification must maintain concentration and the capability to: make sound decisions; possess mobility to work in a standard office setting and use standard office equipment, including a computer; possess visual acuity to read printed materials and a computer screen; and possess hearing and speech abilities to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator, and to operate standard office equipment. The position in this classification occasionally bends, stoops, kneels, reaches, climbs, and walks on uneven surfaces; and pushes and pulls drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects weighing up to 30 pounds.

<b>Climbing</b>	Never	<b>Balancing</b>	Occasionally	<b>Stooping</b>	Occasionally
<b>Kneeling</b>	Occasionally	<b>Lifting</b>	30 lbs.	<b>Fingering</b>	Frequently
<b>Crawling</b>	Never	<b>Reaching</b>	Frequent	<b>Standing</b>	Occasionally
<b>Talking</b>	Frequently	<b>Grasping</b>	Frequently	<b>Walking</b>	Occasionally
<b>Hearing</b>	Frequently	<b>Feeling</b>	Occasionally	<b>Pushing</b>	30 lbs.
<b>Crouching</b>	Occasionally	<b>Running</b>	Never	<b>Carry</b>	30 lbs.
<b>Pulling</b>	30 lbs.	<b>Seeing</b>	Frequently		

**ENVIRONMENTAL ELEMENTS**

Employees work indoors in an office environment with moderate noise levels, controlled temperature conditions, no direct exposure to hazardous physical substances, and in direct contact with other Town personnel and the public.

**WORKING CONDITIONS**

May be required to work a varied schedule of hours, which may include early mornings.

*In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Human Resources Department.*

*The Town of Los Gatos is an Equal Opportunity Employer.*