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# Attachment 33

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*Permit Technician II 06242026*



## CITY OF WESTMINSTER

### PERMIT TECHNICIAN II

#### **DEFINITION**

Under general supervision, performs a variety of complex responsible clerical and office administration duties related to the issuance of building, plumbing, mechanical, and electrical permits and in support of related services and activities of the Community Development Department; explains ordinances, requirements, and City codes, and department procedures to building contractors, architects, engineers, builders, and the general public pertaining to land development and improvement, permit requests, and concerns; and performs related work as required.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Community Development Director. Exercises no supervision of staff.

#### **CLASS CHARACTERISTICS**

This is a journey-level classification that is fully competent to perform a variety of responsible duties to assist in the provision of City services for the public. Incumbents with well-developed office support skills are expected to demonstrate technical and specialized rules, regulations, policies, procedures, and activities related to the Community Development Department and to apply them independently. This class is distinguished from other office support classes by the performance of specialized duties that require application of a larger base of technical knowledge and skill in addition to standard office support skills. Incumbents are expected to utilize advanced administrative and customer service skills to provide information and assistance to the public regarding building codes, ordinances, regulations, permit requirements, and departmental procedures. Duties include receiving, reviewing, and processing permit applications; issuing permits; calculating and collecting applicable fees; maintaining permit records; and conducting plan reviews for routine and minor development projects to ensure compliance with applicable codes and regulations. This class is distinguished from the Permit Technician I in that incumbents provide more in-depth code and regulatory information to the public, perform tasks for more complex projects and have a minimum of two years of permit issuance experience.

#### **EXAMPLES OF TYPICAL JOB 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.*

- Conducts building, land use, and engineering permit processing; reviews permit applications, plans, specifications, and the supporting documents for completeness and compliance with legal standards and City requirements; calculates permit fees; prepares bills, collects fees, and issues receipts; issues building, plumbing, mechanical, and electrical permits following established guidelines.
- Reviews and approves plans and accompanying documents on over-the-counter permits for routine or less complex projects, such as patio covers, room additions, and minor tenant improvements; assists in processing construction plans for commercial and residential projects; files or routes information to appropriate City departments.
- Provides appropriate information regarding zoning, subdivision plans, and building ordinances, procedures, and requirements to the public including homeowners, developers, contractors, engineers,

and architects, in person and over the counter and telephone; assists the public in the application process for building, land use, and engineering permits and other developmental processes.

- Accepts applications for business licenses, assesses business license tax, prints and mails out licenses, and balances business license receipts.
- Enters scheduled inspection dates into database for both City and contractor inspections.
- Performs a wide variety of complex administrative duties in support of the Community Development Department; establishes and maintains filing systems; creates and modifies forms as necessary; prepares and proofreads a wide variety of correspondence, letters, memoranda, reports, statistical charts, and other written materials; distributes reports internally and to various governmental offices; organizes and assembles documents; files and catalogues maps, photos, and other planning exhibits and documents; verifies accuracy of information; researches discrepancies and records information.
- Applies departmental policies and procedures in determining completeness of applications, records, and reports; provides information and forms to the public; processes appropriate information.
- Compiles information and data for statistical and financial reports; maintains a variety of statistical records; checks and tabulates statistical data.
- Contacts the public and outside agencies in acquiring and providing information and making referrals.
- Clears and releases utility services; manages and tracks all releases for other internal departments.
- Provide customer service to the public at the building counter and over the phone.
- Checks status of State contractors' licenses, business licenses, and verification of worker's compensation insurance.
- Provides technical support for special events and special promotions programs.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions.
- Provide lead direction, work coordination, and training to Permit Technician.
- Act as technical lead by handling the more complex technical permit issues with developers and the public.
- Coordinates permit activities with departmental staff, other City departments, and outside agencies.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization, procedures, and operating details of the Community Development Department.
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to building, engineering, land use, and/or urban planning, sufficient to answer questions and provide information to the public; applicable zoning and related laws and regulations.
- Business letter writing and basic to complex report preparation.
- Business arithmetic and basic to complex statistical techniques.
- Record keeping principles and procedures.
- Modern office practices, methods, computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service effectively dealing with the public, vendors, contractors, and City staff.

### **Ability to:**

- Understand and explain City policies, procedures, fees, and basic planning and building codes and regulations to the general public, permit applicants, and City staff.

- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local laws, rules, regulations, policies, and procedures.
- Read and interpret plans, specifications, related construction documents, and maps.
- Perform detailed, technical, and specialized planning and zoning and/or permit support work.
- Perform the full range of office and administrative support duties and tasks.
- Respond to and effectively prioritize multiple phone calls/lines, walk-up traffic, and other requests and interruptions.
- Compose correspondence and reports independently or from brief instructions; proof individual work.
- Maintain accurate logs, records, and basic written records of work performed.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Make accurate arithmetic, financial, and statistical computations.
- Make sound, independent decisions within established policy and procedural guidelines
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize own work, set priorities and prioritize a variety of projects and multiple tasks in an effective and timely manner, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications including spreadsheet applications.
- Use English effectively to communicate in person, over the telephone, and in writing; communicate clearly and concisely, both orally and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**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:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and three (3) years of increasingly responsible administrative experience in a municipal, engineering, building or planning department or equivalent private sector experience, including a high level of public contact and customer service.

**Licenses and Certifications:**

- Possession of a Permit Technician Certificate issued by the International Code Council is required within twelve (12) months of hire.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing and walking in work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.