



## City of Larkspur PERMIT TECHNICIAN

### **DEFINITION**

Under general direction, assists the public by providing routine to complex information related to the application and issuance of a variety of administrative permits and related building and construction code requirements and ordinances; assists the public in completing applications and other required forms; coordinates engineering, planning and building reviews; tracks code enforcement activities and collects and records payments; maintains permit issuance database, creates reports and documents as needed, and coordinates record retention activities; and performs related work as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This is a journey level, para-professional classification. The incumbent is expected to possess a thorough knowledge of the permit application review process, and to be familiar with key building codes and city ordinances; and to convey this information to the public and other City personnel. Incumbents perform the full scope of building permit and customer service support. This position is distinguished from the Administrative Assistant class by its extensive contact with the public providing technical information on permit application review process and the associated requirements such as building regulations, codes, and land use requirements. Incumbents work independently in carrying out assignments and utilize effective customer service techniques when dealing with the public.

### **SUPERVISION RECEIVED AND EXERCISED**

Supervision is provided by the Planning and Building Director and lead direction may be provided by professional staff. Although the Permit Technician may provide training and technical guidance to other customer service staff, no supervision is exercised in this position.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES** *(include but are not limited to the following)*

- Assist customers at the public counter, through email communication, and over the phone regarding related City permitting application and review process; provide information and assistance in written and oral form related to requirements, codes, and ordinances according to departmental procedures and legal requirements; provide general customer service backup as needed.
- Receive and process various administrative, planning, and building applications and submit for review, review package for necessary supporting documentation and completeness; perform basic over-the-counter application review and ensure proper disbursement of documentation and records to proper city personnel.
- Prepare and maintain permit applications, fee schedules, and informational packets and forms regarding application procedures, ordinances, and planning information.
- Issue administrative permits and building and land use permits; review, process, record, coordinate, and calculate fees for construction and building projects; maintain database and mandatory reporting documents and records.
- Sort and maintain legal documents, construction drawings, plans, and various files ensuring availability to staff and the public; ensure that City standards for retention of legal documents is maintained.
- Provide administrative support to Planning and Building staff as needed.

- Research and make decisions regarding collection of payment on overdue items; manage cash flow; create and distribute invoices, track payments, maintain and reconcile customer and accounting files; receive payments, either in person or via the mail; make change and issue receipts.
- Prepare State and Federal reporting documents related to building, census, and housing data.
- Prepare and distribute agendas and packets for Planning Commission, City Council, and other public bodies as needed; record and process minutes from such meetings as needed; distribute to appropriate persons; prepare address lists and mailings of public notices as needed and adhere to City guidelines and procedures.
- Manage computer software systems to track and record permits and code enforcement activities and associated payments.
- Interpret and explain policies and regulations; respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Train new employees and customer service staff in City permit processing procedures and provide information on complex permitting issues.

## **REQUIREMENTS**

### **Knowledge of**

- Basic principles of building codes, ordinances and requirements for residential, commercial, and industrial construction with the City.
- City policies, procedures, rules and regulations as well as all laws and ordinances that affect the various applications for permits, clearances, and requests for services.
- Technical resource materials and information sources applicable to building and permitting related activity.
- The principles and techniques of establishing a maintaining effective public relations and customer service techniques and approaches to dealing with irate customers and problem solving techniques
- Correct business English, including spelling, grammar and punctuation.
- Standard office practices and procedures, including records management and the operations of standard office equipment.
- Invoicing and accounting procedures adequate to produce accurate billing and payment records.

### **Skill in**

- Acquiring and applying departmental policies and procedures affecting the acceptance and review of permit applications and commonly used building codes and ordinances.
- Understanding the relationship between City zoning ordinances and building code requirements.
- Reviewing complex and diverse permit application materials to determine if they contain necessary information.
- Understanding and applying City policies and procedures, and adhering to program standards and objectives.
- Establishing rapport with diverse groups of people processing a wide variety of divergent views.
- Listening, speaking and writing clearly for the purpose of giving clear, accurate, and concise direction and information to the general public.
- Exercising initiative, tact, and logical reasoning and problem solving with the public to reach positive conclusions on complex building and permitting issues.
- Maintaining effective working relationships with other employees.
- Preparing and presenting concise written minutes and reports for regularly scheduled distribution.
- The use of Microsoft Office suite and competency with city permit processing, record keeping and database software.

- Organizing own work, setting priorities and meeting critical deadlines.

### **EDUCATION AND/OR EXPERIENCE**

Sufficient experience and education related to building codes and related permit processing to demonstrate the knowledge and skills listed and to perform the essential duties is required. A typical way of obtaining the required qualifications is:

- High School Diploma or General Equivalency Diploma (G.E.D.).
- A sufficient number of years of responsible public contact experience in building, construction or fire code office work or any equivalent combination of education and experience to obtain the Knowledge and Skills listed.
- Post-secondary coursework in planning or construction or International Council of Building Officials (ICBO) Permit Technician Certification is desirable.

In addition, qualified candidates must:

- Possess a valid Class C California Driver's License by date of appointment.
- Be willing and able to work occasional evenings, weekends and holidays as needed for special events and programs.

### **PHYSICAL WORKING CONDITIONS:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position requires prolonged sitting, standing, walking, and occasional kneeling, squatting and stooping in the performance of daily activities. The employee will occasionally be required to climb or balance or crawl. While performing the duties of this job, the employee is regularly exposed to video display terminals. The position also requires repetitive hand movement and fine coordination in data entry and preparing reports using a computer keyboard. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Acute hearing is required when providing phone and personal service. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 35 pounds. The employee is occasionally exposed to outdoor weather conditions. The employee is occasionally exposed to moving mechanical parts and occasionally works with use of a City vehicle. The noise level in the work environment is occasionally loud.

### **OTHER:**

*FLSA Status: Non-exempt*  
*Bargaining Unit: Larkspur Miscellaneous Employees Association*  
*Established: November 01, 2012*  
*Revised: June 19, 2017*