



## Building Permit Technician

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The Building Permit Technician position will perform responsible technical and administrative work in one or more specialized land development areas including Building, Public Works, and Planning. The Building Permit Technician will coordinate and participate in the work of the Permit Services counter; receive and process various land use and building permit and planning applications; to explain laws, ordinances, rules and regulations and provide other information of a general and technical nature to the general public and industry professionals.

### **Qualifications**

Under general supervision from supervisory and management staff, the Building Permit Technician will possess a minimum of three (3) years of increasingly responsible experience in municipal or county government serving as first line of contact to internal and external customers on building, public works, and planning related issues; advising contractors, developers, engineers, architects and the public on building permit, encroachment permit, and planning related land use permit processes. This position requires a person who aspires to excellence in customer service and is a committed team player. The successful candidate will have outstanding oral and written communication skills, and exceptional attention to detail.

Possession of an International Code Council (ICC) certification as a Permit Technician is required within one year of appointment. Possession of a valid California driver's license is required.

### **Duties and Responsibilities:**

*Typical duties include, but are not limited to the following:*

- Assists in building, planning, encroachment permit, and tree permit intake, including review for accuracy and completeness; process necessary paperwork, including, but not limited to preparing transmittals, reports, memos, and letters pertaining to building permits, encroachment permits, and planning land use permits.
- Assist and advise customers at the counter, over the phone, and by email on building, public works, and planning related issues; provide application forms, locate and provide permit and parcel information, including zoning; and other materials and assist the public in completing forms.
- Interpret and provide guidance on building and engineering codes and standards, permit requirements and zoning ordinance information to builders, contractors, engineers, architects, developers, and the general public.
- Design and revise a variety of forms, policies, procedures and methods for providing efficient and effective counter service.

- Serves as liaison between building permit applicants and the referral division (e.g., Public Works, Planning, Ross Valley Fire Department) and outside agency; assisting in resolving problems related to the permit review and issuance process.
- Develop, establish, maintain, and filing systems; prepare and catalogs files for digital scanning.
- Assist the Building Official and planning staff in locating files and permit information and resolving discrepancies with construction projects; assist with the gathering of data for inspection reports and investigations. Support the Building Official in routine correspondence and other reports and documentation.
- Perform minor over-the-counter plan check reviews.
- Provide administrative support to the Public Works Department for projects and daily routine correspondence and communication. Assist Public Works Director with bids for streets, trees, and other public works projects providing materials and maintaining bid lists.
- Perform general clerical accounting duties; calculate fees, collect payments, input ledger information; prepare refund requests; prepare weekly accounting related reports.

**Knowledge of:**

- Basic municipal administration including the functions and regulatory authority of municipal code regulations for the Building Department, Public Works Department, and Planning Department.
- Pertinent local, State and Federal regulations, building, zoning, engineering and planning codes and regulations related to the permits process. Land use planning, design, construction processes, and industry related terminology.
- Principles and procedures of record keeping, tracking and maintenance.
- Basic plan checking principles to determine completeness of plan submittal applications for planning and building permits. Methods, practices, and materials used in building construction.
- Windows-based computer operating systems at an intermediate or greater level including but not limited to Microsoft Office Suite, database programs, and permit tracking software. Modern office methods, procedures and equipment including a computer terminal. Business letter writing and basic report preparation.

**Ability to:**

- Read and interpret plans, applications, engineered construction drawings and specifications and determine compliance with various codes including identifying errors or omissions in applications, plans, records, and reports.
- Retrieve pertinent data from Internet websites including Assessor's parcel information, aerial photos, business licenses, and current applicable codes.
- Exercise independent judgment and initiative in the performance of general technical and clerical work while recognizing the limits of authority in referring complex matters to management; prioritize work and coordinate multiple activities.
- Communicate clearly and concisely, both orally and in writing; effectively interact with the public to resolve complaints and process information requests. Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

- Research, compile, analyze, interpret and prepare a variety of statistical and administrative reports.
- Build and maintain positive working relationships with co-workers, other Town employees and the public using principles of good customer service.
- Ability to work in a standard office environment; exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; ability to lift and move packages of moderate weight up to 20 lbs.; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as typing, filing, data entry, and/or use of calculators, or other office equipment or supplies; may involve extensive video display terminal exposure.