



CITY OF LAGUNA WOODS JOB CLASSIFICATION

JOB TITLE: PERMIT TECHNICIAN

STATUS: NON-EXEMPT AND AT-WILL

DEFINITION:

Under general supervision, Permit Technicians process applications and other submittals for building and other construction-related permits issued by the Building Division of the Planning & Environmental Services Department (“Division”). Permit Technicians also assist property owners, property occupants, contractors, and other parties in navigating permitting processes, accept customer payments, and perform administrative and clerical related to the operations and activities of the Division.

SUPERVISION RECEIVED:

Employees receive specific direction for new, difficult, or unusual assignments, and are expected to demonstrate independence and exercise initiative in carrying out routine or recurring assignments consistent with prior direction received. Work on new, difficult, or unusual assignments is typically reviewed while in process whereas work on routine or recurring assignments is typically reviewed upon completion to ensure it is technically accurate and conforms to defined procedural limits.

ESSENTIAL DUTIES:

The duties assigned include, but are not limited to, all or a variety of, the following:

- Greet visitors and members of the public.
- Receive permit applications/submittals (e.g., forms, plans, and reports) and review the same for accuracy and completeness of documentation. Plan review is limited to nonstructural plans designated by the Building Official that can be reviewed “over the counter” by applying objective standards that are uniformly verifiable by reference to an external and uniform benchmark or criterion available.
- Route documents for which plan review is required to appropriate departments,

outside agencies, and third-party contract service providers.

- Using the California Contractors State License Board license database, verify that contractor licenses are current and active at the time of permit issuance.
- Issue permits, including calculating and collecting applicable fees.
- Keep records of permit applications/submittals under review and permits issued.
- Schedule inspections and prepare and maintain related calendars and schedules.
- Assist property owners, occupants, contractors, architects, engineers, and others in understanding the requirements for permit issuance, as well as the requirements and conduct of inspections.
- Perform outreach to property owners, occupants, contractors, and others regarding expired and soon-to-expire building permits, including scheduling inspections and explaining the process for remedying or preventing expiration.
- Provide administrative and clerical services related to the Division, including reception, customer service, switchboard, scheduling, and cashiering.
- Receive and respond to public and private inquiries and complaints, including by providing information and referrals to appropriate points of contact.
- Track, verify, and report on the status, history, and outcomes of inquiries and complaints, including referrals to other departments and outside agencies.
- Prepare responses to public records requests, discovery requests, subpoenas, and similar requests for information.
- Assist with the preparation and submittal of fee reports and remittance forms that are required to be submitted to the State of California in connection with building permit issuance, including the Building Standards Administration Special Revolving Fund Fee, SB 1186 License Fee for Construction-related Accessibility, and the Strong-Motion Instrumentation and Seismic Hazard Mapping Fee.
- Research, compile, and analyze information and assorted data
- Create, scan, file, and maintain physical and electronic records.
- Assist with special events hosted, or participated in, by the City, including by interacting with members of the public (e.g., at a City table or booth) and moving, arranging, and configuring tables, chairs, and other equipment, as well as food, drinks, decorations, displays, waste, and other items, materials, and supplies.
- Provide support and relief coverage for City and Division employees, including

providing administrative and clerical services related to City Hall's front counter.

- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Modern office procedures, methods, and equipment, including computers.
- Responsive customer service practices, including active listening.
- Principles and techniques of record keeping and filing.

Ability to:

- Perform the essential duties described in this job classification in a professional, timely, and accurate manner with the referenced level and degree of supervision.
- Alphabetize, compare, count, differentiate, measure, assemble, sort, copy, record, classify, compute, tabulate, categorize, and transcribe data and information.
- Communicate effectively and concisely, including the ability to inform, educate, and persuade persons with diverse backgrounds.
- Communicate in writing effectively and concisely, including with use of proper spelling, grammar, punctuation, and command of the English language.
- Establish and maintain effective and collaborative professional relationships with internal and external parties.
- Demonstrate an awareness and appreciation of local cultural diversity.
- Maintain confidentiality and discretion when necessary or directed.
- Provide responsive and courteous assistance to members of the public.
- Maintain professional composure at all times, including when dealing with upset, hostile, and difficult interpersonal interactions.
- Maintain effective organization of multiple activities and assignments in a busy office environment with frequent interruptions.
- Understand, analyze, interpret, and apply data and information using established criteria, in order to determine consequences and identify and select alternatives.
- Understand, analyze, interpret, and apply ordinances, resolutions, policies, laws,

procedures, standards, and practices to variable situations.

- Understand, analyze, interpret, and apply design and descriptive information, including plans, maps, manufacturer's specifications, property records, statistics, charts, graphs, and tables.
- Add, subtract, multiply, and divide.
- Understand, calculate, and interpret percentages, fractions, and ratios.

Education and Experience:

Any combination of education and experience that provides the knowledge, skills, and abilities necessary for this position is qualifying. A typical way of obtaining the required qualifications is to possess a high school diploma (or equivalent) and two years of full-time work experience involving interaction with the general public and cashiering or clerical services. Six months of full-time work experience, or one year of part-time work experience, as a permit technician in the State of California may be substituted for two years of full-time work experience. Prior experience using Tyler Technologies' Enterprise Permitting and Licensing Software (formerly Energov) and ERP Financial Management Pro (formerly Incode) is highly desirable.

Licenses/Certifications:

Must possess and maintain valid Permit Technician certification from the International Code Council ("ICC"). Additional ICC certifications are highly desirable.

Must possess and maintain a valid Class C California Driver's License and must qualify for and maintain insurability under the City's vehicle insurance policies, as may change from time to time. This position involves the regular performance of duties and travel that require operation of a personal vehicle.

Must possess and maintain valid first aid (adult, child, and infant), cardiopulmonary resuscitation ("CPR"), and automated external defibrillator ("AED") certification. Employees who do not possess certification prior to their date of hire must obtain certification within six months of their date of hire.

PHYSICAL DEMANDS AND ENVIRONMENTAL SETTING:

While performing the duties of this class, employees are frequently required to sit, stand, walk, talk, and hear; use hands to handle, manipulate, feel, move and operate equipment, tools, and controls; and, use hands and arms to reach. Specific vision abilities required include close, distance, peripheral, and color vision, depth perception, and the ability to adjust focus. Specific hearing abilities required include hearing in the normal audio range with or without correction. Most duties are performed at a counter, which requires frequent standing, walking, and transitions from sitting in a sedentary manner at a desk to sitting or standing at a counter. Employees are frequently required to exert physical effort involving a combination of standing, walking, climbing, balancing, stooping, kneeling,

and crouching, as well as carrying, lifting, pushing, and pulling objects up to 30 pounds.

While most of the duties of this class are performed in an office setting with low to moderate noise and regular interruption, employees may also be required to travel and work in other settings (e.g., meetings and events), including in outside weather with exposure to rain, humidity, heat, cold, and sunlight. Employees may also come into contact with hazardous traffic conditions.

Employees may be required to provide light janitorial services including, but not limited to, collecting and removing waste, cleaning spills, dusting, and vacuuming, which may result in exposure to odors, fumes, dust, hazardous substances, and other irritants.

Work schedules and hours vary for this class based on the City's needs and include some early mornings, evenings, weekends, and holidays. Employees are generally expected to be on-site during the building counter's hours of operation, which may begin prior to the hours of operation for other City programs and services.

Tools and Equipment:

Must possess the knowledge and ability to effectively use computers, copiers, scanners, facsimile machines, cash registers, credit card terminals, calculators, microfiche readers, telephones, digital cameras, rulers, architectural scales, keys, electronic access control devices, and other measuring devices to collect data and information. "Ability to effectively use computers" includes, but is not limited to, the knowledge and ability to input, query, and maintain information in software such as Microsoft Windows, Outlook, Excel, Edge, and SharePoint, and Google Earth, as well as the City's cashiering, code enforcement, geographic information system ("GIS"), multifactor authentication, permitting, scheduling, records, and teleconferencing software, as may change from time to time. "Computers" includes, without limitation, tablet devices.

OTHER NOTICES:

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from this position if the work is a similar, related, or logical assignment.

The selection process for this position will include fingerprinting; a State of California Department of Justice criminal background check; reference checks; confirmation of education claims, licenses, and certifications; and, a physical medical examination.

This position is not exempt under the Fair Labor Standards Act.

Pursuant to California Government Code Section 36506, neither this job classification nor any other communication, rule, or regulation shall be construed to provide employees with any tenure or property interest in employment with the City. All City employees serve "at will" and are subject to termination without cause at any time – no exceptions.

All City employees are designated Disaster Service Workers by both state law and City

ordinance. Duties when serving as a Disaster Service Worker may be in locations, during hours, and performing work significantly different from the employee's normal duties.

The City of Laguna Woods is an Equal Employment Opportunity employer and does not discriminate on the basis of any legally protected category [race (including, but not limited to, traits historically associated with race such as hair texture and protective hairstyles), color, religion (including, but not limited to, religious dress and grooming practices), sex/gender (including, but not limited to, pregnancy, childbirth, breastfeeding, and related medical conditions), gender identity, gender expression, sexual orientation, marital status, medical condition (including, but not limited to, genetic characteristics and cancer or a record or history of cancer), military or veteran status, national origin (including, but not limited to, language use and possession of a driver's license issued to persons unable to provide their presence in the United States is authorized under federal law), ancestry, disability (including, but not limited to, mental and physical disabilities such as cancer, genetic characteristics, and human immunodeficiency virus ("HIV")/acquired immunodeficiency syndrome ("AIDS")), genetic information, age over 40 years, or any other basis protected by applicable federal, state, or local law, including association with individuals with one or more of these protected characteristics or perception that an individual has one or more of these protected characteristics].

The City provides employment rights and non-discrimination on the basis of disability as established in the Americans with Disabilities Act. Reasonable accommodation may be made to enable a person with a disability to perform this position's essential functions.

Additional laws, rules, and regulations apply to this position.