

CITY OF IRWINDALE

BUILDING PERMIT TECHNICIAN

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

SUMMARY DESCRIPTION

Under general supervision, performs a variety of technical and clerical duties in support of Public Works Department building permit services and activities; serves as initial contact between the Public Works Department and the general public, developers, builders, contractors, architects, and engineers; reviews permit applications, plans, and supporting documents for completeness, sufficiency of information, conformance with legal standards, and compliance with City requirements; receives, logs, and completes general permit processing procedures including distribution of building plans for plan checking; and performs general office duties in support of assigned functions.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Responds to inquiries from the general public, developers, builders, contractors, architects, and engineers regarding City requirements for development; explains and provides information regarding codes, regulations, and processes.
2. Serves the public at the front counter; conducts permit processing; reviews building permit applications, plans, and supporting documents for completeness, sufficiency of information, conformance with legal standards, and compliance with City requirements; answers questions and provides information to the public and applicants; routes information to appropriate City departments.
3. Inputs data into the City's computerized tracking and monitoring program; updates information as changes occur.
4. Approves and issues routine permits; calculates and collects permit review fees; maintains permit files.
5. Responds to citizen complaints and concerns regarding permit applications.
6. Compiles data and prepares reports and summaries related to assigned activities including those for City Council, outside agencies, other City departments, and other agencies as required.
7. Performs general administrative duties in support of the Building Permit Section; establishes and maintains filing systems; creates and modifies forms as necessary; types and proofreads a wide variety of reports, letters, memoranda, correspondence, and statistical charts.
8. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Modern office procedures, methods, and equipment including computers and office applications such as word processing, spreadsheets, and statistical databases.

Principles and procedures of record keeping and filing.

Methods and techniques of proper phone etiquette.

Customer service techniques, practices, and principles.

English usage, spelling, grammar, and punctuation.

Building Permit Technician (Continued)

Basic mathematical principles.
Business letter writing and basic report preparation.

Ability to:

Understand the organization, procedures, and operating details of the Building Permit Section.
Learn development review processes and procedures.
Learn, interpret, and apply City ordinances, codes, and regulations pertaining to assigned area of responsibility including those pertaining to permit approval.
Learn development standards, relevant codes and ordinances.
Learn commonly used construction terminology.
Learn to evaluate projects and proposals for completeness.
Perform responsible and difficult specialized clerical and technical work involving the use of independent judgment and personal initiative.
Review documents for accuracy and completeness.
Plan, organize, and prioritize work to meet changing priorities and deadlines.
Set up and maintain a variety of files and records.
Respond tactfully, clearly, concisely, and appropriately to a wide variety of requests and inquiries from the general public related to area of responsibility.
Compile data and participate in the preparation of clear and concise reports.
Operate office equipment including computers and supporting word processing and spreadsheet applications.
Work independently in the absence of supervision.
Understand and follow oral and written instructions.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by specialized general office and clerical training.

Experience:

Two years of responsible specialized clerical experience involving a high level of public contact, preferably in the building or construction industry.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment: Normal office setting; extensive public contact.

Physical: Primary functions require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of a computer keyboard; ability to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.