

City of Sebastopol
Job Description

Job Title: Permit Technician
Division: Public Works and Engineering
Department: Public Works
Location: Public Corporation Yard
Shift: Full Time
Reports To: Superintendent of Public Works
Prepared By: Superintendent of Public Works
Approved By: City Council
Approved Date: 2/21/2023
FLSA Status: Non-Exempt

PURPOSE

Under general supervision, performs a variety of routine to complex administrative and technical support duties related to the intake and issuance of permits for the Public Works and Engineering Departments and in support of related services and activities; explains requirements, and department procedures to contractors and the general public pertaining to improvement permit requests, and concerns; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a fully qualified journey-level classification in the Public Works and Engineering Departments. Positions at this level perform the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no supervision of staff.

TYPICAL JOB DUTIES *include but are not limited to the following. Other duties may be assigned.*

- Serves as primary staff to greet and provide information to the public and City staff at the counter, by telephone and through written correspondence in response to questions regarding any of the various development activity permits, functions, and services offered by the City and, as necessary, direct public inquiries to the appropriate department/person.
- Conducts permit processing for the Public Works and Engineering departments; reviews permit applications, plans, specifications, and supporting documents for completeness and compliance with legal standards and City requirements; calculates permit fees; prepares bills, collects fees, and issues receipts.
- Assists the public in completing permit applications, explains reasons for routine denial of applications, identifies additional requirements, and explains the process of re-applying.
- Provides appropriate information regarding 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 Public Works and Engineering permits and other developmental processes; responds to citizen complaints.
- Proactively works with applicable City staff to improve permit and permit tracking processes, procedures, and systems.
- Applies departmental policies and procedures in determining completeness of applications, records, and reports; provides appropriate forms to the public; processes

- appropriate information.
- Notifies applicants when plans or permits are ready for delivery or issuance; provides status updates.
- Performs detailed, review of insurance requirements and/or permit support work.
- Performs a wide variety of routine to complex administrative duties in support of the Public Works and Engineering Departments; answers phone calls and responds to email inquiries from the public; 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 documents; verifies accuracy of information; researches discrepancies and records information.
- Assists with public information, including website content, public access television and social media or flyer content.
- Provides backup for the duties performed by administrative positions within the City as needed, including the Senior Administrative Assistant job classes.
- Provides support for other Public Works and Engineering staff in the performance of various administrative and technical duties.
- Compiles information and data for statistical and financial reports; maintains a variety of statistical records; checks and tabulates statistical data.
- Responds to public requests for records, as needed, through the City Clerk.
- Contacts the public and outside agencies in acquiring and providing information and making referrals.
- Observes and complies with City and mandated safety rules, regulations, and protocols.
- Assists with the creation, maintenance and management of the Departments' electronic permit management and record storage system.
- Performs related duties as required.

KNOWLEDGE, SKILLS, and ABILITIES

Knowledge of:

- Basic permit practices, including construction drawings and blueprints, construction types and occupancies.
- Operations and services of a Public Works and/or Engineering Department.
- Encroachment and Special Event application types, methods, and techniques of permit review practices, permit filing, and approval procedures.
- Sources of information for reference purposes as it relates to the City's permit processing.
- Methods and techniques of calculating permit fees.
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and procedures relevant to assigned areas of responsibility.
- Business letter writing and basic report preparation.
- Business arithmetic techniques.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- Standard English usage, spelling, vocabulary, grammar, and punctuation.

- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Understand and explain City policies, procedures, fees, 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.
- Perform detailed, review of insurance requirements 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, walk-up traffic, and other requests and interruptions.
- Compose correspondence and reports independently or from brief instructions.
- 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.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, and maintain positive and effective working relationships with all those contacted in the course of work.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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:

Experience:

Two (2) years of administrative support or customer service experience, including working directly with members of the general public. Experience reviewing basic public works engineering code and encroachment permit insurance requirements in a public agency setting is highly desirable.

Education:

Equivalent to completion of the twelfth (12th) grade. Completion of additional education past high school, equivalent to a two-year associate degree program in construction technology, building inspection, civil engineering, or a related field, can be substituted for years of experience.

CERTIFICATES, LICENSES, REGISTRATIONS

This position may require the use of a vehicle while conducting City business. In order to drive,

individuals must be physically capable of operating the vehicle safely and possess a valid, Class C, California driver's license OR be able to demonstrate the ability to travel on scheduled or unscheduled visits to various locations in the City which may or may not be reachable by public transportation.

LANGUAGE SKILLS

Ability to read, analyze, and interpret professional journals, technical procedures, and governmental regulations. Ability to write clear, concise, and effective reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, customers, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as proportions, percentages, square footages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER QUALIFICATIONS

Ability to communicate clearly to the public on matters related to the permit application process; perform research under minimal direction; write clearly and concisely; read basic construction drawings and maps, such as Zoning Maps, and Assessor's Parcel Maps. Ability to interact in a positive and helpful manner with members of the public, City staff, and other agencies, possession of a strong work ethic and sound organizational skills. Need to be able to type, use PC-based word-processing software, and have basic computer skills. GIS or other permitting software skills a plus.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is required to stand and/or walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The noise level in the work environment is usually moderate.

WORK ENVIRONMENT

Work is performed in an office environment utilizing modern office equipment and technology and may require sitting for prolonged periods of time using a computer. The incumbent stands, walks, and may twist, reach, bend, crouch and kneel.