

# SENIOR PERMIT TECHNICIAN

Approved: June 2025

FLSA: Non-exempt

Unit: SEIU



Definition
Under general direction, performs the most difficult and complex technical work in support of the Community Development and Public Works Departments; serves as staff for the permit and public counter and assists the public with technical information related to the issuance of permit applications, including the processing of any related fees; uses specialized database/permit tracking management programs; provides highly responsible technical or administrative support to the Permit Manager; provides lead direction and training for other staff; and performs related work as required.
Supervision received and exercised
Receives direction from assigned supervisory or management staff. Exercises technical, functional, and lead direction over lower-level staff.
Class characteristics
This is the advanced journey-level class in the Permit Technician series. Incumbents are responsible for leading, and participating in, the work of staff responsible for performing the full range of technical and customer support duties related to permit processing and issuance. Incumbents regularly work on tasks that are varied and complex, requiring considerable discretion, initiative and independent judgment. Positions in this classification rely on experience and judgment to ensure the efficient and effective functioning of the work unit. This classification is distinguished from the Permit Technician by the performance of the most complex tasks assigned in the series, including training and lead oversight.
Examples of typical job functions (illustrative only)
<p>Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.</p> <ul style="list-style-type: none"><li>• Performs a variety of advanced technical support duties in support of the City's Community Development and Public Works Department's permit processing operations; serves as staff for the permit and public counter.</li><li>• Provides customer service to all individuals by being attentive, understanding, responsive, fair, courteous, and respectful, and actively participating in maintaining a positive customer service environment.</li><li>• Efficiently and accurately processes building and miscellaneous permit applications; tracks large-scale, complex projects such as multi-family residential, commercial, and/or mixed-use developments that require a high level of project management and coordination throughout the building permit process; ensures all fees are paid and necessary approvals are obtained.</li><li>• Effectively and collaboratively answers questions; reviews handouts/guidelines, explains general procedures, addresses problems or concerns.</li><li>• Within guidelines, interprets and explains policies and regulations accurately and tactfully.</li><li>• Guides the public through the permit application process from inception to completion.</li><li>• Performs preliminary review of permit applications, documents and plan submittals to ensure accuracy and compliance with pertinent laws and established criteria; identifies any document gaps and provides information to the customer on what is needed to complete the application.</li><li>• Logs, routes, records, and files various plans and permits; distributes plans and drawings to appropriate internal departments; monitors and tracks documents within the permit-tracking system; provides information to the public relating to the status of projects and permits.</li><li>• Processes approved permits; stamps and prepares permit documents and plans; ensures proper signatures and fee payments; issues final permit once approvals are complete.</li><li>• Accepts payment for a variety of fees including permit submittals, building inspection, planning related fees, and other general payments such as water bills.</li><li>• Uses specialized technology/software in the performance of duties; accesses, enters and updates computerized data and tracking systems to record project information, inspection activities and to generate transmittals and correspondence.</li><li>• Conducts research on properties to identify specific information relevant to permit processing.</li><li>• Maintains applicable inventory of forms, pamphlets, etc. required at the building permit counter.</li><li>• Serves as liaison and single point of contact for developers, coordinating with City building services, design review staff, and other departments or agencies.</li><li>• Gathers data for inspection reports and investigations; prepares, coordinates, and analyzes property and project inspection data.</li></ul>

- Prepares, presents, and maintains a variety of statistical data.
- Participates in evaluating the activities of staff, recommending improvements and modifications.
- May participate in the implementation and documentation of policies and procedures.
- Performs other duties as assigned.

### **Qualifications**

#### Knowledge of

- Building, planning and engineering permit processes, procedures, and fee structures.
- A general familiarity with various construction types, building inspection procedures and requirements and applicable building, fire, zoning, and related laws and regulations.
- Pertinent federal, state, and local laws, codes, and ordinances.
- City and department policies, procedures, and processes related to development review.
- Methods and techniques of reviewing applications and determining document submittal requirements.
- Basic mathematic principles and technical report writing.
- Principles and practices of effective customer service.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

#### Ability to

- Review permit submissions for completeness and accuracy.
- Process building permit applications in a timely and accurate manner.
- Calculate permit fees, square footage, and penalties.
- Read and interpret building plans, related construction documents and various maps.
- Explain policies and regulations accurately and tactfully to the public.
- Research property history using database, planning files and County records.
- Respond to the public in a timely manner when inquiring about the status of projects and permits.
- Prepare and maintain accurate records.
- Independently prioritize work.
- Apply sound judgment in understanding and respecting the limits of authority in the role.
- Interpret and effectively apply knowledge of policies, laws, and procedures.
- Perform detailed technical and specialized permit support work.
- Maintain confidentiality regarding sensitive information.
- Operate modern office equipment including computer equipment and specialized software relevant to work performed.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### **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:

- Equivalent to completion of the twelfth (12th) grade and four (4) years of increasingly responsible experience in planning, building, public works, or a related field involving extensive public contact, three (3) of which include responsibility for technical support services within a building or planning program. An Associate's degree in a related field is preferred.

### **Licenses and certifications**

- Certification as a Permit Technician by the International Code Council.

### **Physical demands**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**Environmental elements**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.