



CITY OF CHINO

Permit Technician

Definition:

Under general supervision, performs responsible technical and administrative work involving substantial public contact in the receipt, processing, and review of a wide variety of building permit applications and plans and in the issuing of building and related permits; provides general support to Building section personnel; and performs related work as assigned.

Class Characteristics:

The Permit Technician is a single position classification.

Essential Functions:

- Provide quality customer service to the public at the building counter and over the telephone; process building permits and applications; respond to inquiries regarding building and plan review, permitting process, and common code issues; and resolve problems or complaints.
- Provide information regarding permit procedures, policies, and functions; building and construction valuation based on established standards; and City, state, and federal regulations pertaining to building and construction.
- Enter, store, and retrieve data; generate and review reports and records of permits and plan check data; and operate a computer, printer and applicable software to produce and update a variety of forms, letters, and other materials.
- Maintain permit applications and drawings for active plan checks; compile and maintain plan check files and records; ensure accuracy of plan check records; track status of plan check and notify applicant(s).
- Assist in coordinating the plan approval process among various City departments.
- Serve as a resource to customers, including directing them, as necessary, to various sources of information including other City departments or outside agencies; notify customers when plans or permits are ready for pick-up or issuance; and provide status updates as required.
- Update contractor's license and workers' compensation insurance records.
- Perform routine plan checks for compliance with established standards.
- Assist others involved in related activities.
- Interact with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.
- Maintain prompt and regular attendance.
- Perform all duties within the context of the City's Mission Statement and Organizational Values.

Qualifications:

Any combination of education and experience that provides the required knowledge, skills, and abilities to perform the essential job duties of the position is qualifying. The incumbent will possess the most desirable combination of training, skills, and experience, as demonstrated in his/her past and current employment history. A typical example includes:

Education:

- High School Diploma or G.E.D. (required).

Experience:

- Two years of permit issuance experience in a municipal department, or
- Five years of increasingly responsible clerical experience requiring the application of policies and procedures.

Considerable knowledge of:

- Plan check and permit approval processes and procedures.
- General construction practices, methods, and terminology.
- Basic principles of building related codes and ordinances enforceable by the City, including the Uniform Building, Electrical, Plumbing, and Mechanical Codes as well as federal, state, and local laws and regulations.
- Record keeping principles and practices.
- Modern office procedures and methods.
- Permit processing and fee structures.
- Data processing systems/applications.

Ability to:

- Interpret and explain building policies and procedures.
- Read and interpret building plans, specifications, and building codes.
- Classify, compute, tabulate, and categorize data.
- Apply policies, procedures, and standards to specific situations.
- Understand and carry out verbal and written directions.
- Work effectively and independently in the absence of supervision.
- Quickly and accurately calculate fees and valuations.
- Operate a computer and use a variety of software programs to enter, revise, and retrieve records and perform specific program activities.
- Communicate clearly and concisely, both verbally and in writing.
- Deal tactfully and courteously with internal and external customers.
- Maintain related files and records.
- Establish and maintain cooperative working relationships.
- Deal tactfully and courteously with internal and external customers.

Special Requirements:

- Possess Permit Technician certificate from the I.C.C. prior to appointment, or obtain said certificate within one year of the date of appointment.
- Receive satisfactory results from a background investigation, a physical examination, which includes a drug screen, and an administrative review.

Physical Profile:

Category I

Link to description [here](#)

Employee Unit:

SBPEA (Professional, Technical and Clerical)

Revised: 10/26/06

Replacing Permit Technician classification specification dated 7/22/03.

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