



## **CLASSIFICATION SPECIFICATION PERMIT CENTER COORDINATOR**

### **JOB SUMMARY:**

Under general supervision of the Building Official, the Permit Center Coordinator processes planning, building, and engineering permit applications and licenses in accordance with established requirements; responds to questions from the public regarding permit applications and issuance; and performs other related duties as assigned.

### **CLASS CHARACTERISTICS:**

The Permit Center Coordinator is responsible for overseeing the work of all permit center functions. This class differs from a Counter Specialist due to the level of experience required, complexity of work performed, and responsibilities focusing on planning, building, engineering and/or permit, application, and licensing procedures.

### **EXAMPLES OF DUTIES:**

Duties may include, but are not limited to, the following:

- Develops, plans, and organizes activities related to permit issuance including plan review and building inspection; interprets and explains regulation and construction procedures; reviews minor construction plans for code compliance and completeness; and verifies federal, state, and local regulations pertaining to the issuance of permits to licensed contractors and homeowners for building and construction projects.
- Researches, reviews, and copies various permits as required; disseminates information for planning, building, and engineering plan check, permit applications and issuance, and plan review; conducts special studies and surveys; calculates fees; prepares detailed reports for department use; and modifies department forms.
- Receives, logs, routes, and tracks various permits being processed; maintains permit applications and drawings for active plan checks; compiles and maintains plan check files and records; ensures accuracy of plan check records; notifies customers when plans or permits are ready for pick up or issuance; and provides status updates as required.
- Resolves difficult and complex issues/complaints in person and over the phone regarding permit processes; responds to inquiries regarding building and plan review, permitting processes, and common code issues; and provides information regarding the Building Division's procedures, policies, and functions for plan check and permit submittals.
- Performs other related duties as assigned.

### **MINIMUM QUALIFICATIONS:**

#### **Knowledge of:**

- Plan checking and permit approval processes and procedures; general construction practices, methods, and terminology; basic principles of related codes and ordinances enforceable by the City including the California Building, Electrical, Plumbing, and Mechanical Codes, and federal, state, and

local laws and regulations; office administration practices and procedures; and City department policies and procedures.

- Correct English usage, spelling, grammar, and punctuation; business letter writing and other document preparation; and modern office methods, procedures, and equipment including the use of a computer, copier, facsimile machine, scanners, calculator, and various computer applications and software packages.
- Principles of fiscal, statistical, and administrative research and report preparation; records management principles and procedures including record keeping and filing principles and practices; methods and techniques of proper phone etiquette; and customer service and public relations methods and techniques.

**Skills/Abilities:**

- Interpret correctly and explain building policies and procedures; read and correctly interpret building plans, specifications, and building codes; and communicate clearly and concisely both orally and in writing, which includes using tact and discretion when dealing with the public, elected officials, and City staff.
- Prepare clear and concise technical and administrative reports including accurate tables, schedules, summaries, and other materials in narrative form; establish and maintain various data collection, record keeping, tracking, filing, and reporting systems; and maintain office and specialized files.
- Establish and maintain an effective working relationship with fellow employees, the public, elected officials, and other departments and outside agencies.

**Education and Experience:**

Any combination of experience and education may be considered. A typical way to obtain the knowledge, skills, and abilities would be:

- High school diploma or GED equivalent.
- Five years of administrative/clerical experience, with at least two years of experience in building or architectural/engineering services that includes processing permits.
- Local government experience is desirable.

**Licenses and Certifications:**

- Possession or ability to obtain a Permit Technician Certification through the International Code Council (ICC) is preferred.
- Possession of a valid Class C California Driver's License and ability to maintain a satisfactory driving record are required.

**PHYSICAL DEMANDS:**

- Ability to lift up to 25 pounds or more and get from one location to another in the course of doing business including climbing stairs, stooping, and bending.

**WORK ENVIRONMENT:**

- Employee generally works indoors. Environment is generally clean with limited exposure to conditions such as dust, fumes, or odors. Noise level in the work environment is usually moderate but the employee may occasionally be exposed to loud talking and interruptions from telephones and/or members of the public.

**NOTE:**

The duties, skills, and demands described here are representative of those that must be met to successfully perform the essential functions of the job. When appropriate, reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

**Established Date:** May 22, 2017