



## **CLASSIFICATION SPECIFICATION COUNTER SPECIALIST**

### **JOB SUMMARY:**

Under general supervision, the Counter Specialist performs a variety of administrative and entry-level technical support related to building, construction, engineering, and permitting functions for an assigned department or division; answers inquiries in person, via email, and over the phone from residents, business owners, contractors, consultants, and the public; calculates fees; assists in permit and business license issuance; and performs other related duties as assigned.

### **CLASS CHARACTERISTICS:**

The Counter Specialist performs a wide variety of routine and administrative building, construction, engineering, and licensing functions to assist in the planning, organizing, and coordinating of activities, operations, and functions within an assigned department or division. This class differs from an Engineering Technician due to the level of experience required and the complexity of work performed.

### **EXAMPLES OF DUTIES:**

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

- Assists and answers inquiries from residents, business owners, contractors, consultants, and the public, in person, via email, and over the phone regarding processing forms, permit applications and plans, and permit and business license issuance.
- Reviews permit applications for compliance with applicable codes and standards; reviews plans, specifications, reports, and studies for completeness; schedules inspections as directed; assists the department or division in the issuance of permits and business licenses; receives, logs, routes, and tracks various permits being processed using a computerized land management system; and coordinates with other departments and agencies involved in the process.
- Receives and processes requests for documents; prepares and performs data entry for various activity reports; performs statistical research; calculates fees; compiles and maintains files and records; and tracks fees and deposits.
- Performs other related duties as assigned.

### **MINIMUM QUALIFICATIONS:**

#### **Knowledge of:**

- Plan review and permit approval processes and procedures; general construction practices, methods, and terminology; basic principles of related codes and ordinances enforceable by the City 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 policies and procedures; read and correctly interpret plans, and 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 and memoranda 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.
- Two years of clerical, technical, or administrative experience in architectural/building/engineering services and issuing permits.
- Local government experience is desirable.

**Licenses and Certifications:**

- Possession of a valid Class C California Driver's License and ability to maintain a satisfactory driving record are required.

**PHYSICAL DEMANDS:**

- Ability lift up to 15 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.

**Revised Date:** April 29, 2019