

Honorable Mayor and Members
of the City Council
City Hall
Torrance, CA

**SUBJECT: HR - Approval of the Revised and Re-titled Class Specification for
Permit Technician I**

RECOMMENDATION

Recommendation of the Human Resources Director and the Civil Service Commission that City Council approve the revised and re-titled class specification for Permit Technician I.

Expenditure: None

BACKGROUND

As part of the implementation of the One Stop Permit Center, an analysis of the staffing for the center was conducted. As a result of the study, it was determined that there was a need for revision of the existing Building Permit Technician class specification

Anticipating approval by the Civil Service Commission at their meeting of August 23, 2010, this recommendation is submitted to your Honorable Body for your review and approval.

ANALYSIS

The study revealed that the class specification could be expanded to encompass the full range of duties to service the One Stop Permit Center. Areas encompassed in the revised and re-titled classification include technical work in the review, processing, and issuance of a variety of permits such as building permits, development review permits, zoning and business license information; administrative support duties and a variety of specialized tasks of a technical nature.

The title and several sections of the class specification have been modified to accurately reflect the updated the class specification. The title was changed from Building Permit Technician to Permit Technician I to reflect the broader range of duties performed.

The **Supervision Exercised/Received** section was added to reflect reporting relationships for the classification.

The **Examples of Duties** section was modified to reflect the Essential Duties for all assignments.

The **Examples of Other Duties** section was added to reflect the full range of duties performed by this classification.

Several statements were added to the **Qualification Guidelines** section that reflect the Knowledge and Abilities required to perform the job duties of the position.

The **Licenses and Certifications** section was modified to reflect current requirements such as: Must possess a valid State of California driver's license of the appropriate class.

The **Experience and Education Section** was revised to more accurately describe the required experience and certification for the position.

The **Special Requirements** and **Career Ladder** Sections were also added. The Special Requirements section reflects the physical requirements of the classification. The Career Ladder Information provides information about career movement for the classification.

Respectfully submitted,
CIVIL SERVICE COMMISSION

Pending Commission Action
Rosalee Wood, Chair

ELAINE M. WINER
Human Resources Director

By Melody P. Lawrence
Melody P. Lawrence
Human Resources Manager

CONCUR:

Elaine M. Winer
Elaine M. Winer
Human Resources Director

NOTED:

LeRoy J. Jackson
LeRoy J. Jackson
City Manager

Attachments:

- A. Revised Class Specification Permit Technician I
- B. Existing Class Specification Building Permit Technician

PERMIT TECHNICIAN I

DEFINITION

Under general supervision, performs responsible technical work in the review, processing, and issuance of a variety of permits such as building permits, development review permits, zoning and business license information; and performs administrative support duties and a variety of specialized tasks of a technical nature; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is the entry/journey level class within the Permit Technical series. This class is distinguished from the Permit Technician II by the performance of more routine or less complex tasks and duties assigned to positions within this series; and distinguished from Secretary in that the incumbent performs specialized tasks of a technical nature related to the review, processing, and issuance of permits, licenses and development cases.

SUPERVISION EXERCISED/RECEIVED:

Receives general supervision from the Plans Examiner (Permit Center Supervisor).

EXAMPLES OF ESSENTIAL DUTIES

The following duties represent the principal job duties; however, they are not all-inclusive.

- Distributes information about a variety of permits such as building, development, zoning and business licenses.
 - Provides material requested from public and staff such as maps, permit records, aerial photos.
 - Reviews business license applications, determine routing requirements and add routing sheets for departmental reviews.
 - Checks building, development and business license applications to ensure completeness of submittal package.
 - Processes and issues a variety of permits such as building, construction, development review and business license applications.
 - Calculates permit, plan check, development and business license related fees.
 - Receives and receipts for money paid over the counter.
 - Collects fees, issues receipts for money received, and balances cash drawer.
 - Develops or modifies forms for reporting data, and ensures accuracy of data.
 - Notifies applicants when plans are ready for correction or permits are ready for issuance.
 - Coordinates final routing process and releases project utilities.
 - Coordinates approval of plans with other City Departments and regulatory agencies to assure the required approvals have been granted; and maintains logs of plans and applications submitted.
 - Coordinates overtime billing for plan check and inspection.
 - Performs records searches.
 - Prepares statistical and other required reports and operates a computer terminal to input and retrieve information.
 - Files and/or routes plans and applications to City departments and staff.
 - Routes files and prepares plans and records for archiving and scanning.
 - Receive and input complaints into permit issuance system and assign to appropriate personnel.
 - Composes routine correspondence and notices from brief minimal instructions.
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EXAMPLES OF OTHER DUTIES

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:

- With sufficient on-the-job training and experience, may evaluate plans for routine residential projects such as patios and room additions
- Works with the public by receiving complaints and attempting to resolve them.
- May assist with the enforcement of administrative provisions of the California Building Code and various federal, state and municipal codes.
- May provide guidance and training to support staff.
- Participates as a member on interdepartmental and intradepartmental teams and committees as required.
- Performs other duties as assigned.

QUALIFICATION GUIDELINES**Knowledge of:**

Basic Building construction methods, practices and materials;

Basic federal, State and local laws, codes and ordinances including but not limited to California Health and Safety Code, California Fire Code, California Building Code, State Administrative Code, and NFPA standards and codes;

State and local laws pertaining to business licensing;

Basic mathematics as applied to the calculation of construction fees, taxes, and building valuation;

Basic computer keyboard functions, data entry and record keeping techniques;

Modern office procedures, methods, and computer equipment;

Techniques for providing a high level of customer service to effectively deal with the public, vendors, contractors and City staff.

City policies and procedures affecting departmental operations;

General City operations.

Ability to:

Read and interpret simple construction plans;

Verify that plan submittals are complete and in conformance with required submission standards;

Provide customers with accurate information on permitting procedures;

Compute fees;

Enter, track and retrieve information using a computer;

Prepare and maintain records and files;

Understand and carry out oral and written instructions;

Learn, interpret, explain and enforce applicable codes, regulations, ordinances and laws and apply them to various situations.

Communicate clearly and concisely both orally and in writing;

Establish and maintain effective working relationships with developers, architects, contractors, property owners, other regulatory agencies, the general public and fellow employees;

Use tact and diplomacy when dealing with customers from diverse cultural backgrounds, often under pressure of heavy customer demand.

Act independently, exercise sound judgment within established guidelines and maintain confidentiality.

Operate office equipment including computer software and hardware (currently in use by the City).

Learn and utilize new skills and information to improve job performance and efficiency.

LICENSE OR CERTIFICATE

Must possess a valid State of California driver's license of the appropriate class.

EDUCATION AND EXPERIENCE

Any combination of education and experience that provides the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:

Graduation from high school or possession of a GED Certificate; and one year of experience with a municipal building department's permit processing function or similar experience at a public counter with an emphasis on customer service.

In addition to the experience requirement, completion of courses from a vocational school or college related to this field such as Public Works Inspection, Computer-aided Architectural Drafting, Principles of Engineering Technology, Blueprint Reading, the Uniform Building Code, and Bookkeeping and Accounting is highly desirable.

SPECIAL REQUIREMENTS

Work is performed indoors in a busy office environment. Must be able to handle heavy public contact at the counter and on the telephone. This position requires frequent sitting, walking, standing, reaching, bending and lifting and carrying up to 20 pounds. Must be occasionally available to work evenings or weekends for special assignments.

CAREER LADDER INFORMATION

Experience gained in this classification in addition to training and coursework may serve to meet the minimum requirements for promotion to Permit Technician II.

City of Torrance
December 1990

Code: 3529

BUILDING PERMIT TECHNICIAN

DEFINITION

Under general supervision, to perform responsible technical, work in the review, processing, and issuance of construction permits; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the Building Inspector in that the incumbent is not responsible for the inspection of buildings and structures. Distinguished from Secretary in that the incumbent performs specialized clerical tasks of a technical nature related to the issuance of permits.

EXAMPLES OF DUTIES

- Reviews permit applications and examines plans for compliance with applicable codes;
- Approves and processes permit applications and plans necessary for the issuance of construction permits; Responds to inquiries of developers, architects and property owners by providing information related to Permit procedures and policies either at the public counter or over the phone;
- Performs plan checking against City standard plans of minor structures, such as patios and fences;
- Issue permits;
- Calculates and collects fees;
- Coordinates with other regulatory agencies to assure the required approvals have been granted;
- Maintains logs of plans and applications submitted;
- Files and/or routes plans and applications to City departments and staff;
- Notifies applicants when plans are ready for correction or permits are ready for issuance;
- Performs records searches;
- Prepares statistical and other required reports and operates a computer terminal to input and retrieve departments' information.

MINIMUM QUALIFICATIONS

Knowledge of:

- Basic Building construction methods;
- General building and zoning codes and related laws;
- Basic mathematics as applied to the calculation of construction fees, taxes, and building valuation;
- Record keeping principles and practices;
- Modern office procedures, methods, and computer equipment.

Ability to:

- Read and interpret construction plans, specifications, construction and zoning codes and related laws;
- Communicate effectively orally;
- Prepare statistical reports and required records;
- Review plans for residential patios, pools, fences and other minor additions for conformance to applicable codes;
- Apply the policies and procedures for the processing of construction permits;
- Enter data into a computer terminal;
- Prepare and maintain accurate records and files.
- Establish and maintain effective working relationships with other City employees and the public.

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EXPERIENCE

A minimum of one year of experience reviewing building permit applications and plans for compliance with applicable codes and issuing permits, or two years building trade construction work, or two years experience working a public counter within a municipal or county department charged with enforcing codes or municipal laws and handling permit or license processes. Familiarity with computers and word processing systems highly desirable.

EDUCATION

Equivalent to graduation from high school.

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