



Senior Development Services Technician

DEFINITION

Under general supervision, performs and coordinates a variety of administrative support duties requiring knowledge of the development services process and building functions; calculates fees, issues permits, schedule inspections, review and approve construction plans for residential, commercial and industrial projects for compliance with State laws, building codes, and local ordinances; coordinates comprehensive plan review reports; resolves difficulties with counter operations; streamline methods for permit processing and database tracking.

SUPERVISION EXERCISED

Trains and exercises functional supervision over subordinates.

EXAMPLES OF DUTIES

The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties as assigned:

Perform a variety of technical, administrative, and clerical tasks; answer inquiries from the public, direct customers to appropriate staff members; process forms, permit applications, and plans.

Lead and manages counter operations to coordinate workflow and ensure customer satisfaction; provides information on building regulations, permits, procedures, developments, and related matters; administers consultant contracts.

Resolves escalated customer issues and addresses difficult customer complaints; communicates complex rules, code requirements, regulations and policies; provides training and guidance to technical staff.

Prepare and present verbal and written reports on building inspection activities; manage inspection schedules, and address inspection complaints; conducts inspections as needed.

Coordinate and manage the issuance of building permits, calculate plan check, building permit, applications, registrations, and licensing fees.

Implement and streamline methods for permit processing, issuance of permits, and plan processing; evaluates and recommends software database systems.

Oversee and updates records and publications, files and logs, and record management; may maintain inventory of supplies and materials.

Perform minor plan checks; may prepare written reports and correspondence, including Confirmation of Zoning letters, and post public notices.

Coordinates the routing and tracking of plans to various departments for required reviews and clearances.

Perform related duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

Administrative portions of building, electrical, plumbing, mechanical, and other related codes.

Basic mathematical operations, cashiering, and fiscal record keeping.

City, State and special agency laws, ordinances, and regulations regarding permit issuance and fees.

Building, planning, zoning, business license, code enforcement, grading, and subdivision concepts.

Techniques used in dealing with the public and customer service.

Safety policies, practices, equipment and supplies applicable to the work.

Principles and practices of permit application review.

Standard office procedures.

Exercise good judgment and discretion in problem situations.

Express ideas clearly and concisely both orally and in writing.

Establish and maintain effective working relationships to foster a team working environment and resolve interpersonal conflicts.



Ability and Skill to:

Assign, monitor, and review the work of building counter technicians.
Read and interpret building plans, blueprints, and specifications.

Interpret and apply applicable laws, codes, ordinances, and regulations.

Set priorities and make independent judgments and decisions based on standard policy or procedure.

Assess building plans and documents meeting conventional construction provisions for compliance with the State of California Codes including Energy Code and Green Building Standards Code.

Represent the City effectively in dealings with residents, contractors and those encountered in the course of work.

Reviewing plans for ADA compliance.

Collect money, make change correctly, and balance daily receipts.

Model and practice the highest standards of ethical conduct.

Conduct research and analysis.

Plan and organize work to meet schedules and timelines in a fast-paced environment.

Utilize a variety of Microsoft Office software applications, including Word, Excel, and Outlook.

Perform duties of an emergency worker in the event of a natural or other disaster.

QUALIFICATIONS

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

High School Graduation and three (3) years of recent progressive experience in building permit processing, plan check or related field. AA/AS in Engineering, Architecture, Construction Technology or related field highly desirable. Bilingual skills desirable.

Experience working with diverse groups and ability to exercise cultural sensitivity and awareness is highly desirable.



LICENSE OR CERTIFICATE

Possession of a valid California Class C Driver License is required at the time of appointment and a good driving record.

ICC Certification as a Permit Technician.

ESSENTIAL JOB FUNCTIONS/A.D.A

Work is performed in a typical office environment

Ability to operate computer, calculator, telephone, portable radio and copying machine

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person

Ability to prepare reports, perform mathematical calculations, and sort/file documents

Ability to sit for two hours at a time

Ability to lift up to 25 pounds

Ability to climb a footstool or ladder for the purposes of retrieving records

Ability to get from one location to another in the course of doing business

