

# CITY OF REDWOOD CITY PERMITS TECHNICIAN

## **DEFINITION**

To process a variety of permits; and provide information to the public at the counter and by telephone.

## **SUPERVISION RECEIVED AND EXERCISED**

General supervision is provided by the Plan Check Engineer.

**EXAMPLES OF DUTIES** - Duties may include, but are not limited to, the following:

Serve the public at the Community Development Department counter; accept plans for plan check and verify accuracy and completeness of information; calculate permit fees based on type of construction and use of building.

Explain ordinances and procedures to owners, contractors, developers, and the general public.

Issue permits for all types of construction and use, to include checking plot plan for size of lot, set back of house, side yards, and location of sidewalks.

Review application requests by phone and over the counter.

Receive plans for building, zoning, sign, and related permits.

Accept complaints on code and safety violations; log, process, and record complaints.

Assist in addressing industrial, commercial, and residential sites.

Answer telephone for inspectors when they are in the field.

Make field observations in order to verify the accuracy of submitted information.

Process requests for refunds.

Compile and report on statistical information and data regarding building, zoning, sign, and related permits.

Write weekly and monthly reports.

Maintain files on all building, zoning, sign, and related permits.

Operate Community Development's computerized information system.

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Perform related duties as assigned.

**QUALIFICATIONS**

**Knowledge of:**

Processes and procedures associated with permits.

Records management practices; general office practices and procedures.

Organization and departmental procedures and processes.

**Ability to:**

Understand general information on plans submitted with permit application.

Understand and effectively explain city ordinances, regulations, and procedures.

Maintain records neatly and accurately.

Interact effectively and courteously with the public.

Communicate effectively, orally and in writing.

Compile and tabulate data.

Operate a variety of office machines and equipment.

Maintain and administer an inspection scheduling system.

Perform basic calculations.

**Physical Characteristics:**

Must be in sufficiently good health to perform job functions.

**Experience and Education:**

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

**Experience:**

Two years in a building code or similar type of enforcement agency, construction office, or real estate office.

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**Education:**

Equivalent to completion of high school supplemented by courses and/or seminars in business, management, communication, engineering, and/or planning.

**License or Certificate:**

Possession of a valid California Driver's License.

**Effective Date:** September, 1986

**Bargaining Group:** Service Employees' International Union - Local 715