



## JOB DESCRIPTION

### Permit Technician

Date Prepared: March 2014

Class Code: 7250

**SUMMARY:** Under general supervision, provides information and assistance to the general public regarding routine building permit applications, and performs basic administrative and technical support functions for the Public Works, Water and Development Services Department.

**ESSENTIAL FUNCTIONS:** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Answers inquiries and assists the public and developers with construction project permits and other City standards and regulations; provides advice, assistance and information within scope of authority.
- Creates, updates and tracks a variety of electronic and paper files, records, applications, and technical documents; enters department and customer information and other data into City computer systems; accesses and locates information for customers, staff authorized agencies and others.
- Assists the public and answers inquiries about department services, programs and records; explains rules, policies, and procedures, and researches database and files; refers matters requiring policy interpretation to supervisor for resolution.
- Answers incoming telephone calls and directs the caller to the correct person or work group, or takes and relays messages as appropriate.
- Assists other Public Works, Water and Development Services Department staff; provides administrative support and research services as needed; maintains tracking system for permits; maintains inventory of supplies, forms, applications and materials.
- Receives, reviews and processes permit applications; issues permits as authorized; labels and files plans and drawings.
- Supports the relationship between the City of Vernon and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

#### MINIMUM QUALIFICATIONS:

##### Education, Training and Experience Guidelines:

High School Diploma or GED equivalent; AND two years of clerical experience working in a community development, public works or related department.

##### Knowledge of:

- City organization, operations, policies, and procedures.
- Customer service standards and protocols.
- Basic principles of application permitting.
- Applicable City, County, state and Federal laws, codes and regulations.
- Business and personal computers, and standard software applications.
- Record keeping and file maintenance principles and procedures.

**Skill in:**

- Entering information into a computer system with speed and accuracy, and maintaining electronic files.
- Providing effective customer service, and dealing tactfully and courteously with the public.
- Maintaining accurate and interrelated technical records.
- Establishing and maintaining cooperative working relationships with co-workers and the public.
- Effective verbal and written communication.

**LICENSE AND CERTIFICATION REQUIREMENTS:**

A valid California State Class C Driver's License. Certification from the International Code Council as a Permit Technician is required within six months of hire date.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

Work is performed in a standard office environment.