

BUILDING PERMIT TECHNICIAN

DEFINITION

Under the direction of the Chief Building Supervisor/Building Official or their designee, the Building Permit Technician performs technical, clerical, and customer service work related to the intake, routing, tracking, and issuance of permits and coordination of inspection scheduling. The Building Permit Technician serves as a key point of contact for applicants, staff, and the public, ensuring accurate intake, digital processing, and efficient communication throughout the permit lifecycle. This position requires knowledge of building permit procedures, plan routing systems, and municipal permitting processes. Perform other related duties as assigned.

EXAMPLES OF DUTIES

Assist customers with navigating the City's online permitting tools and resources; support permit applicants with creating accounts, uploading documents, and requesting inspections; perform intake review of permit applications for completeness; check applications for compliance with submittal requirements accurately assign work types, scopes of work, and required inspections using standardized intake protocols; assign required inspections based on established scope-of-work logic tables when system automation is unavailable; use the City's permit tracking software to route applications and documents to appropriate departments; track the status of permits, reviews, and inspections; respond to applicant inquiries about permit status; communicate clearly with the public, contractors, developers, and staff regarding permit status, corrections, and fees; maintain digital records and ensure proper filing of supporting documents; generate and track digital invoices for plan check and permit fees; monitor payment status through the online portal; use digital tools and plan data to calculate permit fees based on square footage, valuation, or standardized tables; verify completeness of digital plan submittals and assist with document labeling and version control for online plan review; respond to applicant questions submitted through the online portal regarding permit status, corrections, or document requirements; provide administrative support including scheduling inspections; maintain permit logs and generate reports; interpret and explain basic code requirements, permit processes, and department procedures to the public; participate in transition to digital workflows and assist with system improvements through the City's ERP/ELP vendor as directed; participate in testing and feedback of new digital permitting tools and process improvements; advise applicants on Construction & Demolition (C&D) deposit requirements and compliance procedures at the time of permit intake; collect and log C&D deposit forms and fees in coordination with applicable project scopes; track C&D compliance documentation and assist with refund eligibility checks using the City's digital permit system; provide general guidance on C&D recycling requirements and maintain reference materials for applicants.

JOB SPECIFICATION
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MINIMUM QUALIFICATIONS

Knowledge of:

Building, zoning, and municipal codes as they relate to the permit process. Permit application procedures and records management. Use of modern permitting systems and digital tools to support permit processing and communication. Construction terminology and plan reading basics. Effective communication and customer service principles. Basic procedures related to Construction & Demolition deposit processing and compliance tracking. Inspection types and associated scopes of work as outlined in departmental logic tables or permit intake protocols. Plan submittal requirements and digital document management practices for online plan review. Methods for calculating fees based on square footage, use type, valuation, or occupancy.

Ability to:

Learn and operate the City's digital permitting platform with accuracy read and interpret basic construction plans and documents; apply City policies and procedures related to permits and inspections; accurately collect and record data and fees. Communicate effectively with the public and staff, both orally and in writing; maintain professionalism while handling sensitive or challenging customer interactions' organize and prioritize work in a fast-paced environment; adapt to evolving technologies in permit tracking and electronic plan review; coordinate C&D documentation during permit intake and assist with compliance-related communication; apply internal inspection assignment logic to accurately select required inspections during permit setup; assist with applicant questions submitted through digital platforms; support document formatting, tracking, and version control for digital plan review. Interact positively and cooperate with co-workers, respond politely to customers, work as a team member, function under demanding time pressure, respond in a positive manner to supervision, and attend work and perform duties on a regular and consistent basis.

Experience:

One year of administrative or customer service experience in a construction, permit, or planning environment.

Education: Graduation from high school or equivalent. Technical training in construction, planning, or public administration desirable.

License: Possession of a valid Class C California Driver's License and an acceptable driving record. International Code of Council (ICC) Building Permit Technician certification is desirable.