

## **PERMIT ASSISTANT I/II**

### **DEFINITION**

Permit Assistant I: Under general supervision, the Permit Assistant I performs a variety of responsible clerical, administrative and technical office work exercising independent judgment and other related duties as required.

Permit Assistant II: Under direction, to perform similar, but more complex work, and is expected to have the competence and judgement to work independently.

The Permit Assistant II class is flexibly staffed and normally filled by advancement from the Permit Assistant I class, or when filled from the outside, require prior experience. Under the flexible staffing concept, if the Permit Assistant II position becomes vacant it may reasonably be filled at the Permit Assistant I position for training purposes or when filled from the outside, require specific public works and permitting experience. Appointment to this class requires the employee to be performing substantially the full range of technical office duties and to meet the qualification standards for the class. The class requires the ability to work independently exercising judgment and initiative.

### **EXAMPLES OF DUTIES**

Provides essential support activities to management staff, including the Department Head. Assembles, prepares, proofs and processes final copies of reports, letters, case records, lists, receipts, legal documents, agendas, requisitions, permits, licenses, charts, and estimates. Prepare forms, report templates and similar documents, as well as other clerical and administrative functions related to Department operations. Utilize software applications to run reports and analyze data. Sets up and maintains records and files. Monitor and assist in the operation of permit issuance, plan check, inspection requests, and records requests using software applications. Operates a variety of current office machines, including but not limited to computers, mobile devices, printers, typewriters, copiers, adding and facsimile machines. Answers and routes telephone calls, inquiries, request for service, etc. for one or more divisions, effectively and efficiently responding to public and intra-office inquiries. Greets and assists members of the public and business visitors regarding a variety of permit process requirements and completing applications for permits. Receives, distributes, and dispatches intra-office and US mail. Attend meetings. Performs related duties as assigned.

In addition to the issuance of permits and distribution of plan checks for intradepartmental review, this position will also distribute and track the plan case application process. The position will be versed in all permit types and provide continuity and connectivity between all the permit activity throughout the Department. The position will be required to cover the

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permit counter when necessary which includes the review and issuance of a variety of permit applications, receipt and distribution of plans, and process related inquiries, as needed. Coordinate with other City department and divisions, and with outside agencies as needed.

Conducts research, analyze and run reports on a variety of public works and permitting issues. Assist in the preparation of plan check comments, standards, procedures, guidelines, and tracking and monitoring of fees. Route, track, assemble, and facilitate the distribution of plans and related correspondences in the review of a variety of plans. Assist in the preparation of. Works extensively in various software applications and cross-training of back-up staff in Public Works Department for critical functions of the Permit Assistant I/II position.

### **MINIMUM QUALIFICATIONS**

**Knowledge of:** Appropriate business English including correct spelling, accepted grammar and punctuation and basic arithmetic. Effective verbal and quantitative skills as well as competent and effective use of software applications. Modern office procedures and methods including scanning, filing and record keeping practices. Construction drawings and reading of plans, specification, and estimates; development construction types; inspection methods and procedures; office practices and thorough knowledge of City/departmental policies and procedures. Familiarity with Federal, state and municipal codes, ordinances, and regulations related to building construction, site improvements, subdivision process, utility construction, as well as improvements and encroachment within the City's right-of-way.

**Ability to:** Permit Assistant I: Establish and maintain effective, tactful, positive and fair working relationships with property owners, developers, building contractors and the general public even in occasionally hostile situations; review development permit applications for completeness and correctness; use assessor's parcel map to locate property; calculate square footage; input and access data using software applications; accurately perform basic clerical work; follow oral and written instructions; work accurately without direct supervision; independently maintain routine records and complex files, prepare statistical, financial and technical operational reports, and learn and apply laws and regulations; 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.

Permit Assistant II: In addition to the requirements of Permit Assistant I, perform work of a more complex nature including, but not limited to, preparing complex reports, studies, analysis, procedures, and research of inside and outside agencies.

**Experience:** Permit Assistant I: Three (3) years, full-time, paid, increasingly responsible

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clerical and public contact experience which includes at least two years of demonstrated current software application competency and one year of public contact work in a similar enforcement or permitting department or agency or experience with land use regulations, the building process, or construction. Additional education beyond high school may be substituted for the required experience on the basis that one year of education equals six months of experience to utilize a maximum of two years of additional education. The substitution of two years of education for one year of experience does not eliminate the requirement of two years of demonstrated current software application competency.

Permit Assistant II: Four (4) years, full-time, paid, increasingly responsible clerical or public contact experience which includes at least three years of demonstrated current software application competency and two years of public contact work in a similar enforcement or permitting department or agency or experience with land use regulations, the building process, or construction.

**Education:** Permit Assistant I: Graduation from high school or equivalent.

Permit Assistant II: Graduation from high school or equivalent supplemented by college level coursework in architecture, construction, civil engineering, planning, or a related field.

**License:** Possession of a valid Class C California Driver's License and an acceptable driving record.

R: 09/2022