

# United States Jobs Expertini®

## Building & Planning Technician

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Company: City of Hermosa Beach Isai

Location: Hermosa Beach

Category: life-physical-and-social-science

### DEFINITION

Under general supervision, to perform varied clerical and administrative functions relating to the processing and issuance of ministerial and discretionary applications and permits; to perform building permit reviews at the public counter; to answer inquires related to building and planning functions and processes; to review and process applications, issue permits, and calculate and collect fees; and to perform a variety of professional and technical tasks relative to assigned area of responsibility.

### EXAMPLES OF DUTIES

This position is accountable as a member of the Community Development Department team to provide administrative support, perform specialized analytical duties, and serve as the primary responsible party for the processing and issuance of permits. This class is distinguished from other office support and administrative staff classes by the specialized responsibilities inherent to ministerial and discretionary permitting, construction, and zoning land use-related functions. Those holding this position are expected to:

Perform technician-level duties including but not limited to reviewing maps, site plans, architectural drawings, and structural calculations submitted in connection with permit applications to assure completeness and conformance with the department's submittal requirements;

Provide assistance in plan review and approval of minor residential additional and/or alteration work and reviews project plan submittals for completeness;

Provide effective customer service at the public counter to property owners, private contractors, builders, utility companies and others regarding items such as plan check correction lists, conditions of approval and procedures for appealing or requesting exemptions, variances, or waivers;

Respond to public inquiries in person, over the phone, and/or by email;

Provide general zoning, building, and development related code information to permit applicants and the general public;

Accurately calculates fees and issues permits for work to be performed;

Coordinate plan distribution, processing, and permit issuance within and outside the department;

Prepare checklist related to plans for issuance and coordinates with contractors, property owners, and project representatives on providing outstanding items and fees;

Maintain and update computer data base for building and development permits and computer tracking of project case work;

Ensure proper and full use of the electronic permitting system by entering complete and accurate data to facilitate effective workload tracking and performance reporting;

Prepare and process residential building reports and coordinates site inspections with the Building Official and building inspection staff;

Receive planning applications and assist with the preparation of agenda packets for Planning Commission meetings;

Prepare transmittals for plan check consultants and coordinate plan check resubmittals;

File, maintain, and update department related records, logs, and files;

Prepare purchase orders and order office supplies and related items as necessary;

Evaluate and recommend modifications in procedures and practices to improve the administration of mandated programs;

Compile monthly, quarterly, and annual reports of department's permit processing activities;

Compile responsive information for public records requests;

Design and maintain an up-to-date public information handout, applications, and Frequently Asked Questions;

Provide critical thinking towards thorough and professional recommendations and completed staff work;

Deliver outstanding internal and external customer service;

Communicate effectively orally and in writing with the public and fellow employees;

Solve problems and support the City's mission, policies, goals and objectives;

Establish and maintain effective working relationships and work cooperatively with co-workers, and other members of the supervisory/management team, City staff, other agencies, and the community;

Provide initiative in achieving positive and timely results for the organization;

Exercise tact, self-restraint and good judgment;

Take initiative to achieve positive, timely results for the organization with diplomatic skills and ethical conduct;

Conduct duties, responsibilities, tasks and assignments with a constructive, cooperative, positive, and professional attitude and demeanor;

Assist other office staff in answering all the department telephone lines and performing miscellaneous clerical work as necessary; and

Perform other duties as assigned.

## QUALIFICATIONS GUIDELINES

### **Knowledge, Skills & Abilities:**

Knowledge of: office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases; principles and procedures of record keeping and filing; methods and techniques of proper phone etiquette; customer service techniques, practices, and principles; English usage, spelling,

grammar, and punctuation; basic mathematical principles; business letter writing and basic report preparation.

Ability to: read building plans and interpret zoning and planning codes and regulations with respect to submittals for building and development permits; maintain precise records; effectively communicate both orally and in writing and prepare written reports in a format that can be understood by a layperson; review documents for accuracy and completeness; operate office equipment including computers and supporting word processing and spreadsheet applications; work independently in the absence of supervision; work and deal courteously and effectively with the general public as well as co-workers; utilize and maintain data in the department computerized permit system.

The position requires knowledge of practices, techniques and methods to accomplish the City's goals and objectives by combining the appropriate people, resources, process and time to achieve results.

The position requires computer literacy and working knowledge of Microsoft Office, the ability to communicate using email programs, and an understanding and adherence to City policies for information technology.

The position's expected competencies are sound decision-making skills, critical thinking ability, problem-solving and innovation skills, drive for results, analytic skills, interpersonal, customer service and diplomatic skills, ethical conduct and proven top performances.

Education and Experience: Any combination of training and experience which would provide the required knowledge and abilities is qualifying. A typical way to obtain this required knowledge would be:

Educational achievement equivalent to graduation from high school and one-year of experience involving public contact work. Additional technical training or experience working with construction plans, building codes or related administrative or clerical work is highly desirable.

Licenses/Certificates: Possession of a valid Class C California Driver's License with a safe driving record is required and must be maintained as valid during the course of employment.

Permit Technician Certificate from the International Code Conference (ICC) is required within one year of appointment to the position.

#### SUPPLEMENTAL INFORMATION

#### PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to

successfully perform the essential functions of this job. Reasonable accommodations maybe made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office environment.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

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