



Town of San Anselmo (CA)

Administrative / Permit Services Technician

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| SALARY | \$78,420.00 - \$95,316.00 Annually | LOCATION | San Anselmo Town Hall |
| JOB TYPE | FT | JOB NUMBER | 202600004 |
| DEPARTMENT | Town of San Anselmo Community Development Department | OPENING DATE | 04/20/2026 |

Description

ABOUT THE POSITION

Looking to make a direct impact in a small, community-focused organization? Join a collaborative team working with the Community Development Department, where you'll play a key role in helping residents and businesses move their projects forward and experience meaningful, service-driven work every day.

The Town of San Anselmo is seeking a motivated **Administrative / Permit Services Technician** to support the Community Development Department. This mid-level classification performs a wide range of technical and administrative duties with a high degree of independence, primarily in a fast-paced, customer-facing environment.

This hands-on position serves as a primary point of contact at the public counter and requires significant daily interaction with residents, contractors, and other stakeholders. Responsibilities include accepting, reviewing, and tracking building and land development applications; calculating and collecting fees; issuing minor permits; performing data entry and maintaining permit tracking systems; coordinating the distribution of legal notices; maintaining files and records; preparing reports; and supporting website updates.

Success in this role requires delivering a consistently high level of customer service, the ability to manage multiple priorities in a high-volume, fast-paced setting, and a commitment to helping customers navigate processes efficiently and effectively. The position also requires building and maintaining positive, professional working relationships both internally across departments and externally with the public, and working effectively with a wide range of individuals while maintaining a respectful, service-oriented approach.

ABOUT THE DEPARTMENT

The Community Development Department encompasses Planning and Building functions that support the Town's land use, development, and regulatory services. The Planning function is responsible for land use planning, zoning, and long-range policy development, while the Building function provides plan review, permit issuance, and inspection services to ensure compliance with applicable codes and regulations. The Department also collaborates closely with the Public Works Department, helping ensure efficient and coordinated service delivery across departments.

Examples of Duties

Customer Service & Front Counter Operations

- Serve as the primary point of contact at the public counter, by phone, and electronically
- Provide clear, accurate information regarding zoning, permits, development applications, and procedures
- Deliver responsive, high-quality customer service in a fast-paced environment with frequent interruptions
- Assist customers in navigating processes to support timely project completion
- Respond to inquiries and complaints and facilitate appropriate resolutions

Permit Processing & Technical Support

- Accept, review for completeness, and process building, planning, and Public Works-related permit applications
- Calculate fees, collect payments, and maintain accurate records
- Issue over-the-counter permits as appropriate
- Track applications through review and approval processes
- Maintain permit tracking systems and perform data entry
- Assist in routing plans and coordinating reviews across departments
- Assists with special projects, data tracking, and reporting

Administrative Support

- Maintain and update departmental records, files, and databases in accordance with retention policies
- Prepare correspondence, reports, forms, and public notices
- Assist with preparation of agendas, meeting materials, and records for boards or commissions
- Support website updates and public-facing information

Research & Process Improvement

- Conduct research and compile data to support departmental operations
- Identify opportunities to improve processes, efficiency, and customer service delivery
- Assist in implementing updated procedures and systems

Typical Qualifications

The ideal candidate is customer-focused, detail-oriented, and highly responsive, with the ability to work efficiently in a fast-paced environment. They are a strong communicator, adaptable, and professional, with a demonstrated ability and willingness to work effectively with a wide range of individuals—regardless of personal differences—while maintaining a respectful and service-oriented approach. They are committed to helping the public navigate processes quickly and successfully while ensuring accuracy and compliance.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles and practices of office and administrative support services, including use of modern office methods, practices, procedures, and computer equipment, including Microsoft Excel, Word, and other general software
- Permit processing and planning/building concepts (preferred)
- Customer service best practices
- Records management and modern office systems
- Principles and practices of work safety
- Applicable municipal codes, regulations, and procedures
- English usage, spelling, grammar, and punctuation

Ability to:

- Provide excellent customer service in a high-volume, fast-paced environment
- Perform detailed and accurate administrative and technical work
- Interpret and explain policies and procedures clearly to the public
- Manage multiple tasks and shifting priorities with frequent interruptions
- Read and interpret basic plans, maps, and technical documents
- Communicate clearly and concisely, both orally and in writing and maintain effective working relationships

- Work collaboratively across Planning and Building functions
- Exercise sound judgment and problem-solving skills
- Organize, implement, and direct a wide variety of office and administrative support activities
- Independently perform complex and specialized administrative support activities
- Understand the organization and operations of the Town and outside agencies and interpret and explain pertinent Town and department policies and procedures
- Work effectively with interruptions, obtain information through questioning, and deal firmly and courteously with the public while handling multiple assignments
- Analyze situations quickly and objectively and determine the proper course of action within scope of responsibility

EXPERIENCE AND TRAINING

Any combination of experience and training that provides the required knowledge and abilities is qualifying. The Permit Services Technicians should possess a combination of experience and education equivalent to a high school diploma (or GED) and at least five years of increasingly responsible administrative support experience. Additional specialized training or coursework in office systems technology, business, or a related field is desirable.

Supplemental Information

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit for long periods, talk, hear, and use a telephone or keyboard to communicate in writing. The employee is required to stand, walk, squat, kneel, twist, bend, and climb intermittently and frequently uses hands to handle and reach. The employee must regularly lift and/or move up to 15 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is required to perform tasks involving simple and power grasping, pushing, pulling, and fine manipulation.

Benefits

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 COMPENSATION & BENEFITS
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The Town offers a generous compensation and benefits package to support the health, financial security, and overall well-being of its employees, including:

BASE SALARY

- Salary range placement is dependent on qualifications and experience.
- A 5.5% salary increase is scheduled to take effect on July 1, 2026.

1. HEALTH INSURANCE

The Town participates in the PERS health insurance program and offers multiple plans. The Town pays 100% of health insurance premiums for employees and eligible dependents, up to the cost of the Kaiser plan based on the employee's coverage level.

2. DENTAL INSURANCE

The Town provides mandatory dental insurance through Delta, with an annual benefit maximum of \$2,000.

3. VISION INSURANCE

The Town covers annual eye exams, one lens change each year, and one frame replacement every two years, with a \$25 employee deductible.

4. CALPERS RETIREMENT

New full-time employees are enrolled in the CalPERS PEPRA Miscellaneous pension plan (2% @ 62), which provides a retirement benefit equal to 2% of an employee's highest three-year average salary for each year of service.

5. DEFERRED COMPENSATION (457)

The Town offers a voluntary retirement savings plan that allows employees to contribute pre-tax earnings to supplement their pension benefits.

6. FLEXIBLE SPENDING ACCOUNT

The Town offers a pre-tax flexible spending account through payroll deductions to reimburse eligible out-of-pocket healthcare and dependent care expenses.

7. LONGEVITY PAY

Employees receive longevity pay based on continuous service with the Town, up to 6%, based on their date of hire:

+2% at 10 years

+2% at 15 years

+2% at 20 years

8. LIFE INSURANCE

The Town fully covers life insurance coverage equal to two times an employee's salary, up to a maximum of \$75,000.

9. WAIVED COVERAGE CASH BACK

Employees who are already covered under another insurance plan and choose to waive all Town coverages (except dental) may receive cash back up to \$365 per month.

The Town of San Anselmo supports workplace diversity and is an equal opportunity employer.

Employer

Town of San Anselmo (CA)

Address

525 San Anselmo Avenue

San Anselmo, California, 94960

Website

<https://www.sananselmo.gov>