



City of Pacifica PERMIT TECHNICIAN

DEFINITION

Under general supervision, performs a variety of technical and administrative duties in support of the Community Development Department including providing information to the public.

DISTINGUISHING CHARACTERISTICS

This is a journey level administrative support class in the Community Development. Independently performs a variety of highly responsible and technical administrative duties in support of the department's programs.

SUPERVISION RECEIVED/EXERCISED

Receives general supervision from higher level management. May provide work review and instruction to less experienced staff.

ESSENTIAL FUNCTIONS - INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Greet/acknowledge customers who contact the Community Development Department while assessing the nature of issues with appropriate and timely responses.
- Review, process and issue various permits and applications utilizing the City's permit and project tracking system.
- Provide information concerning various permit and application requirements, codes and inspection procedures to internal and external customers, contractors, design professionals and the public.
- Receive and respond to inquiries from the public, contractors, developers, City employees, and other parties.
- Establish filing systems; maintain records, files, databases, and reference materials; assist with plan/map filing.
- Calculate and collect fees; track applications including researching and resolving billing issues with various parties.
- Prepare a variety of reports, letters, agreements, and other correspondence.
- Prepare and distribute Commission and Committee agenda packets. Attend meetings as needed.
- Post notices and prepare mailings for public hearings on individual properties.
- Schedule building inspections.
- Perform related duties as assigned.

QUALIFICATIONS

Knowledge of

- Federal, state and municipal codes, ordinances, and regulations related to planning and building construction, electrical, plumbing, and mechanical installations.
- Advanced English usage, spelling, grammar and punctuation.
- Modern office procedures, methods and computer equipment, technology.
- Business correspondence writing and report preparation.
- Budget and fiscal control procedures and techniques.
- Functions and organization of municipal government.
- Principles and procedures of record keeping.

Skill/Ability to

- Understand the organization and operation of the City and of outside agencies necessary to assume responsibilities.
- Recognize and appropriately handle materials in a sensitive and confidential manner.
- Understand, interpret, and apply pertinent policies, laws and rules.
- Organize work, set priorities, meet critical deadlines, and follow up on assignments.
- Multi task with constant interruptions.
- Analyze situations carefully and adopt an effective course of action.
- Compile and maintain complex and extensive records and prepare reports.
- Receive and prioritize requests for information.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Two years of administrative work experience.

Training: Associates Degree in business, engineering or closely related field.

Licenses

Must possess a valid California Class C driver's license and have a satisfactory driving record.

ADDITIONAL INFORMATION:**Physical Skills**

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Working Conditions

While performing the essential functions of this classification the employee will primarily work in an office environment. The employee must be able to complete specific administrative tasks while maintaining availability to the public for inquiries and adequate response to stressful situations.

Reports To:

Job Type: Full-time (40 hours per week / 2080 hours per year)

FLSA Status: Non-Exempt

Bargaining Unit: Teamsters Misc Local 856 (Misc 856)

Adopted: 05/27/2025
