



City of Long Beach
Working Together to Serve

Agenda Item No. **8** Memorandum

2014 OCT -1 AM 11:01

CIVIL SERVICE DEPT.

Date: October 15, 2014
To: Civil Service Commission *Drills*
From: Deborah R. Mills, Director of Human Resources
Subject: NEW CLASSIFICATION SPECIFICATION – PERMIT TECHNICIAN

The Civil Service Commission's approval is requested to create the new classification of Permit Technician and adopt the attached classification specification.

Please contact Cynthia Stafford at 8-5045 if you have any comments or questions.

DRM:CS nb
R:\Personnel\svcs\ADMINISTRATION\CIVIL SERVICE\CIVIL SERVICE COMMISSION\REQ

Attachment

Cc: Amy Bodek, Director of Development Services



CITY OF LONG BEACH CLASSIFICATION SPECIFICATION

TITLE: PERMIT TECHNICIAN I - II

DEFINITION: Under general supervision, assists architects, engineers, contractors, business owners, and homeowners by providing routine and technical information related to the issuance of permits. Provides technical information regarding routine municipal code requirements and ordinances; assists the public in completing applications and other required forms. Issues permits as authorized.

DISTINGUISHING CHARACTERISTICS:

Permit Technician I Under direct supervision, performs entry-level duties of the classification. Will be trained by higher grade level employee, supervisory, and/or management staff.

Within the first six months of fulltime, or fulltime equivalent, employment, must possess a Permit Technician certification from the International Code Council (ICC).

Permit Technician II Under general supervision, position performs journey-level duties of the classification and independently problem solves. Provides training and supervision to lower level positions.

Requires a minimum of two years of increasingly responsible experience as a Permit Technician I, or in an equivalent or higher position; must possess current Permit Technician certification from the International Code Council (ICC). An associate's degree with coursework in building construction science and technology, planning, architecture, engineering, or a closely related field may be substituted for up to one year of the required experience.

EXAMPLES OF DUTIES:

- Provide customer support and assistance at the Permit Center counter and over the phone regarding relatively routine questions about ordinances and codes, permit application process and procedures;
- Assist the public in completing applications and other necessary forms;
- Receive and review permit documents and other pertinent information at the Permit Center counter in order to verify accuracy and completeness of information;
- Determine permit, plan, and process requirements for prospective applicants;
- Review plans and permit applications for compliance with established codes, ordinances, policies, and procedures;
- Process permit applications and plan intake;

-
- Uses architectural and engineering scales to determine dimensions and calculate areas and percentages;
 - Calculate a variety of fees for plan check, permits, and other development impact fees and determines construction valuations based on established standards;
 - Review and approve less complicated non-structural plan checks over the counter;
 - May assist with obtaining corrections and coordinating other plans processed by the department;
 - Maintain computerized permit information system, computer files and other manual logs on all permits and related documents to monitor progress of plan review and track permit status;
 - Maintain a variety of building and planning-related records;
 - Notify applicants when plans or permits are ready for pick-up or issuance;
 - Prepare reports;
 - Research case histories, property ownership records, and other records and compile data;
 - Prepares and catalogs files for microfilming and/or records management system processing;
 - Direct applicants to the appropriate City department or outside agencies, as necessary;
 - Verify that projects have obtained all necessary approvals before issuing permits;
 - Verify valid contractor's license, workers' compensation and valid business license information has been filed with the City;
 - Log and process complaints;
 - Prepare Certificate of Occupancy, as required;
 - Assist inspectors in coordinating inspection requests;
 - Perform other related duties as assigned.

MINIMUM REQUIREMENTS

- Graduation from high school or equivalent and two (2) years of experience involving extensive public contact working in a building or planning department, with at least six 6 months of required experience in computerized permit applications processing;

OR

- One (1) year clerical and/or technical experience involving extensive public contact, preferably in the building, planning, or construction industry and completion of nine (9) or more college semester units or their equivalent in planning, building inspection technology, engineering or architecture, code enforcement, fire science technology, or closely related field.

AND

Knowledge of:

- Principles and practices of permit application review;
- Familiarity with plans, codes, ordinances and related terminology, architectural drawing convention and what comprises a complete set of building plans;

- Process and procedures associated with permits;
- Records management practices;
- Customer service methods and techniques.

Ability to:

- Understand and follow oral and written instructions and procedures;
- Learn quickly and apply departmental policies and procedures affecting the acceptance and review of permit applications and commonly used codes and ordinances;
- Understand the relationship between City zoning ordinances and building code requirements;
- Learn, retain, interpret and communicate technical and complex information, terminology, policies and procedures, including codes, ordinances, and regulations;
- Analyze and review permit applications;
- Perform basic math computations;
- Communicate clearly and concisely, both orally and in writing;
- Type or enter data accurately and at a speed necessary for successful job performance;
- Work effectively with a wide variety of people by consistently exercising tact, good judgment and a pro-active, problem-solving focused communication style;
- Maintain composure under stressful circumstances;
- Operate office equipment including computers, printers and copiers as well as the supporting word processing, spreadsheet, e-mail, and database applications;
- Maintain accurate records and files;
- Facilitate and problem-solve quickly and independently and/or as part of a team;
- Provide support to City and department staff.

DESIRABLE QUALIFICATIONS

- Bilingual language ability (Spanish, Khmer, or Tagalog).

HISTORY

Approval/Adoption: Human Resources –
Civil Service -

1 **DATE:** October 15, 2014
2 **TO:** Civil Service Commission
3 **FROM:** Kandice Taylor-Sherwood, Executive Director
4 **SUBJECT: APPROVAL OF NEW CLASSIFICATION SPECIFICATION- PERMIT**
5 **TECHNICIAN**

6 Correspondence has been received from Debbie Mills, Human Resources Director,
7 requesting the Civil Service Commission create the classification of Permit Technician.
8

9 The following information is presented for consideration:

- 10 ▪ In December 2012, an optimization study was conducted on behalf of the City of
11 Long Beach and Development Services Department by a consulting firm,
12 Management Partners Incorporated, to identify opportunities for improvement
13 within the Building & Safety Bureau. The study culminated in several
14 recommendations, which included the creation of the classification specification
15 for Permit Technician.
- 16 ▪ As part of the FY 15 budget, the City Council approved the creation of a new
17 classification of Permit Technician, to improve the efficiencies and overall
18 customer service of the Permit Center in the Development Services Department.
- 19 ▪ Several classification specifications from other cities, comparable in size and
20 complexity to the City of Long Beach, were utilized in the analysis and
21 subsequent development of this classification. Additionally, feedback was
22 obtained from the Subject Matter Experts (SMEs) and other representatives
23 from the Development Services Department to ensure the classification
24 specification met organizational needs and fit into the larger picture of their
25 Permit Center.

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

- Staff recommends the Commission create the position of Permit Technician in accordance with Article XI, Section 1101(d) of the City Charter, and adopt the proposed duty statements as contained in the attached classification specification.
- A representative from the Human Resources Department will be available to respond to questions from the Commission.