



CLASS SPECIFICATION
Code Administration Technician

CLASS SERIES	BAND/GRADE/SUBGRADE	FLSA STATUS
Code Administration	B22	Non-Exempt

CLASS SUMMARY:

This class is the first level in a four-level Code Administration series. Incumbents perform customer service, conflict resolution, problem solving and code administration services in support of Citywide permitting operations.

DISTINGUISHING CHARACTERISTICS:

Positions assigned to this class are responsible for providing basic information to the public regarding City ordinances, municipal codes, building codes/regulations and assist in processing plans, permits and applications.

ESSENTIAL DUTIES:

This class specification represents only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department.

- Provides professional customer service in the provision of information about rules, regulations, codes and ordinances;
- Provides instructions related to forms completion; processes forms and applications; routes plans for review and correction between city departments and customers;
- Verifies information such as legal descriptions, parcel numbers and addresses; performs data entry;
- Issues permits and/or citations depending upon assignment;
- Researches complaints and history of property and/or dwellings;
- Maintains and updates logs, files, maps and other records;
- Calculates fees;
- Obtaining training as a first responder for emergency events, and participating in real time event of a natural disaster; and
- Performs other duties of a similar nature and level as assigned.

POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to **Permit Technician (Design & Development)** may also be responsible for:

- Logging, accepting & processing plan check submittals and routes to appropriate Design & Development staff and various departments/consultants in Trakit as required;
- Processing Design & Development permits and licenses; issuing various over the counter permits and licenses;
- Processing and tracking payments for Design & Development permit and plan check items; balancing cash register and run related reports on a daily basis;
- Assisting customers at the public counter, on the phone and via email; answering questions regarding city wide permit and plan check processing (i.e., plan check status, obtaining permits, plan approvals, Municipal Code, Building Code and Code Compliance questions);



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- Acting as liaison between departments, customers, residents, consultants and City staff;
- Filing and retrieving documents into and from case files, adhering to City's records retention policy, labeling and preparing newly active and inactive files for storage, maintaining various files associates with department; and
- Providing administrative support to the Design & Development Department, preparing correspondence, scheduling meetings, ordering supplies, back up on staff reports, website, bid openings, and RFP's.

TRAINING AND EXPERIENCE:

High School Diploma or GED and up to two (2) years of experience related to area of assignment. Or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING/CERTIFICATIONS:

- Valid Class C California Driver's License.
- For Code Officers: PC 832 required within six (6) months of hire.

KNOWLEDGE OF:

- Codes, ordinances, laws and regulations of assigned area;
- City maps, location of streets and all areas around the City;
- Record-keeping techniques;
- Modern office procedures;
- Modern office equipment;
- Principles of customer service; and
- Materials, methods and safety standards of building and public works.

SKILL IN:

- Tact and diplomacy;
- Remaining calm and professional when dealing with difficult customers or situations;
- Ability to use judgment in non-routine situations;
- Reading maps and/or plans;
- Basic math such as adding, subtracting and multiplying;
- Operating modern office equipment;
- Impartially investigating and evaluating complaints;
- Applying local, state and federal laws, rules and regulations;
- Operating a computer and relevant software applications; and
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.



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ADA AND OTHER REQUIREMENTS:

Positions in this class typically require: standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.