

BUILDING TECHNICIAN I/II

DEFINITION

Under direct or general supervision, explains ordinances, procedures and requirements to homeowners, developers and contractors; processes building permit applications for new construction or building modifications within the City; receives plans, calculates fees, ensures that appropriate licenses are obtained by contractors; routes plans for review and issues permits; schedules, logs and maintains files regarding building inspections; performs other general clerical duties in support of the Building Division; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Direct or general supervision is given by the Community Development Director. Work assignment, review and training are given by the Sr. Building Inspector. No direct supervision of staff is exercised. The higher-level class in the series may provide training and technical direction to the lower-level class.

CLASS CHARACTERISTICS

Building Technician I is the entry-level class in the building support series. Initially under close supervision, incumbents learn policies, procedures and regulations for routine permit processing activities. As knowledge and experience are gained, the work becomes broader in scope, assignments are more varied and are performed under more general supervision. This class is alternately staffed with Building Technician II and incumbents may advance to the higher-level class after gaining the knowledge, skills and experience that meet the qualifications for and demonstrating the ability to perform the work of the higher-level class.

Building Technician II is the journey-level class in the building support series. Incumbents with well-developed skills independently perform the full range of permit processing activities. Responsibilities require the frequent use of independent judgment as well as a knowledge of departmental and City activities. The work also has technical aspects, requiring the interpretation and application of policies, procedures and regulations and involves frequent contact with the public. This class is distinguished from other office administrative classes in that the nature, scope and diversity of responsibilities require a detailed knowledge of the building permitting and inspection processes.

EXAMPLES OF DUTIES (Illustrative Only)

- Provides information regarding building ordinances, procedures and requirements to homeowners, developers and contractors in person and over the telephone; answers inquiries regarding the status of submitted projects.
- Reads and reviews building plans, specifications and associated documents for completeness and conformance to permit requirements; performs basic non-structural plan checking.
- Calculates permit fees by type of construction and square footage; prepares bills, collects such fees and issues receipts; issues permits following established guidelines.

- Enters and maintains permit application information into an automated system; routes sets of plans to various City departments and other agencies, if appropriate, for review and sign-off; tracks plans to ensure return in a timely manner.
- Researches parcel numbers for ownership and any previous work or departmental actions regarding the property.
- Verifies that required permits, licenses and insurances have been obtained.
- Receives requests for building inspections, enters inspection data, prepares field inspection records and schedules and coordinates inspections, as required.
- Receives complaints from the public and attempts to resolve the issues; schedules field checks by inspectors as required for problem resolution.
- Establishes and maintains departmental files regarding development proposals, contractor information, building permit status, and inspections required and performed.
- Maintains the assessor's parcel address file; incorporates monthly updates from the County Assessor's Office.
- Prepares and updates a variety of periodic and special status, accounting, database and statistical reports; distributes reports internally and to various governmental offices.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and telephones.
- Performs general office support duties such as opening and routing mail, preparing correspondence and duplicating and distributing various written materials.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- The uniform building code sufficiently to answer questions and provide information to the public.
- Various construction types and building inspection procedures and requirements.
- Applicable fire, zoning and related laws and regulations.
- Standard office support practices and procedures, including the use of standard office equipment.
- Computer applications related to the work, including word processing and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.

Skill in:

- Reading and interpreting plans, specifications, related construction documents and maps.
- Calculating square footage, fees and/or penalties from plans.
- Performing detailed, technical and specialized permit and inspection support work.
- Responding to and effectively prioritizing multiple phone calls, walk-up traffic and other requests/interruptions.
- Interpreting, applying and explaining policies and procedures.
- Composing correspondence and reports independently or from brief instructions.
- Making accurate arithmetic, financial and statistical computations.
- Establishing, maintaining and researching files.
- Using English effectively to communicate in person, over the telephone and in writing.

- Using initiative and independent judgment within established procedural guidelines.
- Organizing own work, setting priorities and meeting critical time deadlines.
- Entering and retrieving data from a computer with sufficient speed and accuracy to perform assigned work.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Providing exceptional customer service to coworkers, internal customers and the public.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Building Technician I: Equivalent to graduation from high school and one year of experience in the building, construction or related industries. Public contact and customer service experience is highly desirable.

Building Technician II: In addition to the above, one year of experience in the building, construction or related industries, including public contact and customer service experience OR one year of experience equivalent to the Building Technician I. College-level coursework in building, planning or a related field is highly desirable.

License:

Must possess and maintain a valid California class C driver's license and a satisfactory driving record.

Building Technician II: Must possess or obtain prior to completion of the probationary period at least one I.C.B.O. Building Technician and Building Counter certification or equivalent.

Physical Demands:

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.