

Effective: February 2015
EEOC: Para-professional
FLSA: Non-Exempt
Unit: Engineering
Physical: 1

ENGINEERING PERMIT TECHNICIAN

DEFINITION

To provide technical and clerical support in the processing, review, record keeping, and customer service functions related to the issuance of engineering permits; to screen submitted plans for accuracy and completeness; and to act as the initial contact and resource to customers regarding relevant applications and permitting processes, requirements, and fees. To perform a variety of sub-professional engineering office work staffing the permit counter and assisting the public with routine and technical information, performing research for engineering records, performing computer data entry, filing, tracking documents, answering phones, preparing letters, scheduling meetings, typing a variety of documents, recording documents at the County, communicating with various departments, coordinating with field inspectors, and monitoring and reporting the completion of improvements in the public right-of-way.

DISTINGUISHING CHARACTERISTICS

This is a “bridge” classification between the clerical/administrative support job series and the Engineering job classes. Positions in this class typically have experience in the clerical and technical aspects of this classification and must work under immediate supervision while learning more clerical and technical job tasks assigned to the position as needed. Incumbents in this classification will eventually be expected to perform the full range of assigned duties in an independent manner.

SUPERVISION RECEIVED AND EXERCISED

Immediate to general supervision is provided by a professional Civil Engineer. May receive functional or technical supervision from other departmental professional staff.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Provide exemplary customer service to all individuals by demonstrating a willingness to be attentive, understanding, responsive, fair, courteous, respectful, and to actively participate in maintaining a positive customer service environment.

Receive, process, and issue a variety of engineering permits and applications in an efficient and timely manner; Sort and route permit application packages; insure all necessary approvals are obtained.

CITY OF MILPITAS
Engineering Permit Technician

EXAMPLES OF DUTIES : *(continued)*

Review submitted plans and applications for completeness, accuracy, and compliance with City standards and regulations; assist the public in completing applications and other necessary forms; verify that appropriate signatures, insurance documents, security documents, required calculations, and scales/dimensions are included; collect and route traffic control plans for approval by the Traffic Engineer; performs simple technical plan check.

Calculate various construction valuations, plan check fees and permit fees; create private job accounts; collect fees and deposits; track account balances; communicate with the Finance department on outstanding and closed accounts; process refund requests.

Receive, sort and distribute incoming and outgoing correspondence.

Receive telephone calls and inquires at counter; assist and direct public to appropriate staff member or department; provide information regarding efficient engineering services, codes, regulations, standards, procedures, policies, requirements, fees, and other related matters.

Research City archives and retrieve plans, reports, and other public records for the Engineering Division, other departments, and public inquiry.

Provide City staff and the public with general engineering information as requested including subdivision maps, assessor's parcel numbers, easements, flood zone status, public right-of-way, public improvement plans, and assessment districts.

Prepare a variety of maps and exhibits for Commissions, City Council and other occasional meetings.

Prepare and maintain inventory of engineering forms; update forms to reflect changes in policies and procedures; create pamphlets, flyers, notices, and other outreach material; coordinate public outreach activities for engineering including floodplain management mailers.

Sort and file documents and records, maintaining alphabetical index and cross-reference files; update and maintain office records related to Engineering; keep reference system current.

Maintain a variety of statistical records; check and tabulate statistical data; prepare a variety of simple statistical and non-statistical reports. Maintain logs and records of applications received, permits issued, improvement plans approved, and improvements installed and accepted.

Operate standard office equipment including computer equipment and software applications as assigned.

Perform related duties and responsibilities as assigned.

CITY OF MILPITAS
Engineering Permit Technician

MINIMUM QUALIFICATIONS

Knowledge of:

Standard and accepted English usage, spelling, grammar, and punctuation.

Organization, procedures, and operations of Public Agencies, including Engineering, Building, Planning, and other divisions and departments.

Modern office practices, operations, software, equipment, and record management.

Basic math as well as standard geometric knowledge for computing areas, distances, dimensions, slopes, grades, and elevations.

Construction permitting process for work within the public right-of-way and easements; standard construction practices and methods.

Ability to:

Read, understand and learn to apply and interpret pertinent and designated sections of the Federal, State, and Municipal codes, regulations, and standards related to health, safety, floodplain management, solid waste handling, land development, public improvements, construction, accessibility, traffic safety, urban runoff, clean water, recycled water, and subdivision law.

Communicate clearly and effectively orally and in writing.

Work effectively with the public, developers, consultants and other City Staff.

Review documents related to division operations; observe, identify and problem solve office operations and procedures.

Understand, interpret and explain department policies, procedures, and operations to the general public and City staff.

Compose correspondence.

Perform clerical work including maintenance of appropriate records; preparation of general reports; and verify and check files and data.

Perform simple mathematical calculations quickly and accurately.

Operate a variety of automated office equipment including computer and related applicable software.

CITY OF MILPITAS
Engineering Permit Technician

Ability to: *(continued)*

Enter data and type with speed and accuracy.

Establish and maintain effective working relationships with those contacted in the performance of required duties.

Ability to read and interpret construction plans and blueprints.

EXPERIENCE AND EDUCATION

Experience:

Two years of progressively responsible sub-professional engineering, construction, or related experience in public permitting. Related coursework may be substituted for experience.

Desirable Qualifications:

Experience working with database and permit tracking system is highly desirable. Experience with a public agency or with the public permitting process. Experience in customer service and interacting with the general public.

Education:

Minimum requirement is a High school diploma or equivalent. College level coursework in engineering or construction is highly desirable.

LICENSE AND CERTIFICATES:

Possession of an appropriate, valid Class C California driver's license is required at time of appointment. ICC Permit Technician Certification is highly desirable.

SPECIAL REQUIREMENTS – *Essential duties requires the following physical abilities and work environment:*

General office environment; sit and/or stand for long periods of time, repetitive keyboarding; reach, squat, lift, and carry up to 25 pounds; able to travel to various locations within and outside the City of Milpitas.

Approved by:

City Manager

Date

Human Resources Director

Date