



# City of Watsonville

## Job Description

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**JOB TITLE:** Permit Clerk

**DATE APPROVED:** August 29, 2017

**DEPARTMENT:** Community Development

**SUPERSEDES:** N/A

**REPORTS TO:** Permit Services Supervisor

**SUPERVISION:**

**EMPLOYEE UNIT:** SEIU

**FLSA:** Non-Exempt

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### **JOB SUMMARY:**

To perform a variety of routine clerical, administrative and technical work in the processing and issuance of permits.

### **DISTINGUISHING CHARACTERISTICS**

This job class requires both independent effort and close coordination with others doing related work, as well as close adherence to established procedures. The employee must exercise sound judgment and be able to deal tactfully and courteously with the public and with other employees at all levels.

### **EXAMPLES OF ESSENTIAL DUTIES:**

Duties may include, but are not limited to, the following:

- Greets customers at the Development Services counter and/or on the telephone, assesses the customers' needs, and assists them or directs them to the appropriate location or individual for assistance
- Provides general information and applications forms to the public
- Provides guidance and assistance to the public in filling out simple permit applications and other forms
- Assists the public in understanding the permitting process and the necessary information and attachments required to submit a complete application
- Accepts certain types of routine permit applications and other submittals and checks them for accuracy and completeness
- Calculates certain fees
- Enters routine application and permit data in the City's computerized permit issuance and tracking system in accordance with established protocols
- Issues certain simple, routine permits within the scope of authority and responsibility assigned
- Recommends changes to forms and procedures to correct identified problems and to help ensure the process is efficient, effective and fair
- Opens files for new applications
- Provides clerical support to the Community Development Department
- Backs up and assists Permit Technicians and other permit staff, as needed
- Assists in updating the City's computerized permit issuance and tracking system

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

- Community Development Department organization, services and operations
- routine permit processing procedures
- correct procedures for use of the City=s computerized permit issuance and tracking system
- proper method of calculating certain fees
- zoning and land use permitting procedures

### **Ability to:**

- establish and maintain effective working relationships with contractors, developers, architects, engineers, business and home owners, and members of the general public
- read, understand and explain City regulations, codes and application procedures pertaining to routine matters
- utilize parcel books, zoning and General Plan maps to respond to basic zoning and processing inquiries
- perform arithmetical calculations using addition, subtraction, multiplication and division
- work effectively with other employees at all levels in the Community Development Department and other City departments
- communicate effectively orally and in writing
- correctly use the City=s computerized permit issuance and tracking system
- work effectively and maintain a calm demeanor under stressful conditions and with frequent interruptions
- correctly utilize the Scantron system or Interactive Voice Response system
- understand and carry out oral and written directions in a professional and timely manner
- speak English/Spanish is highly desired

## **PHYSICAL REQUIREMENTS:**

Physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- work is performed primarily in a standard office setting; frequent contact with the public
- primary functions require sufficient physical ability and mobility to work in an office setting
- stand or sit for prolonged periods of time
- occasionally stoop, bend, kneel, crouch, reach, and twist
- lift, carry, push, and/or pull light to moderate amounts of weight; lift heavier amounts on occasion.
- operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard
- verbally communicate to exchange information
- reach above and below shoulder level
- stand and walk for at least six hours per day
- work indoors in an office environment subject to heat/cold and fragrances such as ammonia and perfumes
- intermittently twist and bend to reach equipment and supplies
- hear adequately to converse on the telephone, cellular phone, and in person

- perform simple grasping to operate equipment

**TRAINING AND EXPERIENCE:**

Any combination of training and experience which provides the required knowledge and abilities is qualifying.

Typical ways to obtain the knowledge and abilities are:

- graduation from a standard senior high school, or GED equivalent, and a minimum total of one year experience in administrative or clerical work in building inspection, construction, construction estimating or related fields including regular contact and work with the public and other employees at various levels; or,
- equivalent experience and/or education that indicates an ability to perform the essential duties

**LICENSE & CERTIFICATION:**

- Possession of a valid California Class C Driver's License and a safe driving record