NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

<table>
<thead>
<tr>
<th>Posting No:</th>
<th>11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fiscal Year:</td>
<td>2012/2013</td>
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<td>Posted Date:</td>
<td>11/30/2012</td>
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<tr>
<td>Reposted Date:</td>
<td>N/A</td>
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</tbody>
</table>

**ESTABLISH THE FOLLOWING JOB SPECIFICATION(S):**
*(Job specification(s) attached.)*

<table>
<thead>
<tr>
<th>Item #</th>
<th>Job Code</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>6321</td>
<td>Permit Technician I</td>
</tr>
<tr>
<td>2</td>
<td>6322</td>
<td>Permit Technician II</td>
</tr>
<tr>
<td>3</td>
<td>6323</td>
<td>Permit Technician III</td>
</tr>
</tbody>
</table>

For additional information regarding this proposed classification action, please contact Christina Penland, Senior Classification and Compensation Analyst, at (415) 557-4848 or by email at Christina.Penland@sfgov.org.

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the effected parties.


cc: All Employee Organizations
    All Departmental Personnel Officers
    DHR – Class and Comp Unit
    DHR – Client Services Unit
    DHR – Employee Relations Unit
    DHR – Recruitment and Assessment Unit
    DHR – Support Services
    Micki Callahan, DHR
    Sandra Eng, CSC
    Jennifer Johnston, CSC
    Linda Cosico, DHR
    Maria Newport, SFERS
    E-File
CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

Title: Permit Technician I
Job Code: 6321

INTRODUCTION

Under direct supervision, the Permit Technician I performs a wide variety of routine paraprofessional, technical, administrative and specialized work involved in receiving and reviewing building, electrical, plumbing and related permit applications for completeness; processing records requests; and creating inspection records; making appointments; maintaining field inspection lists; and providing routine permit-related information concerning building permit requirements, codes, ordinances and inspection procedures.

DISTINGUISHING FEATURES

This is the entry-level class in the Permit Technician series. This class is distinguished from the Permit Technician II in that the latter independently performs and/or provides specialized information that is more complex in nature. The Permit Technician I performs routine and less complex assignments.

SUPERVISION EXERCISED

None.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Receives and reviews permit applications and related documentation, for completeness, receives request for records and processes routine requests.

2. Interacts directly with project sponsors, permit expediters, contractors, the general public and other department representatives relative to DBI process, permit routing, report requests, inspection scheduling, special inspections, complaints and code violations. Researches public records with regard to construction drawings, permits, calculations, soil reports and legal descriptions. Performs routine entries into the department’s cashiering system and other computer based systems, ensuring accuracy in all data including street names, names of owner(s) project sponsor(s) and design professionals, characteristics of the projects, fees and payments, and permit contractor’s information.

3. Records, logs, compiles and maintains various permit related files, data, documents, plans and reports.

4. May use fee schedules and designated calculation methodologies to determine value and calculate and access preliminary and final fees; collects, records and balances permit related monetary transactions. Processes applicable charges, handles cash, checks and other forms of payment, performs initial reconciliation of receipts and reconciles entries with the Permit Tracking System.

5. Receives a variety of routine problems and complaints and directs them to appropriate
CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

Title: Permit Technician I
Job Code: 6321

division and staff. May produce routine correspondence requiring knowledge of department
operations, policies, procedures, regulations and ordinances as directed by the supervisor.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: Standard alphabetical, numerical and chronological filing systems; basic office
operations.

Skill to: Utilize complex specialized computer software including permit systems; operating
Window Based Personal Computers, point of sale machines, copiers, fax machines and
scanners.

Ability to: Receive and direct day-to-day problems and/or complaints encountered by staff, the
public and other in the course of handling office operations and procedures; explain, interpret
and apply routine and specialized information, polices, and governmental guidelines and
regulations to departments, staff, the public and/or others; learn, understand and apply various
state and local laws, codes, ordinances and regulations; communicate clearly and concisely
orally and in writing; communicate with customers and staff using technical terminology; work
with various cultural and ethnic groups in a tactful and effective manner; learn to work
independently within established policies and procedures.

MINIMUM QUALIFICATIONS

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are
required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply
to a particular position and will be stated on the exam/job announcement.*

Experience:

Two (2) years of verifiable clerical experience including interacting with the public, preparing and
maintaining a variety of records and/or documents, filing, use of office equipment, public contact
and processing of incoming and outgoing mail.

Substitution:

Completion of a clerical training program of at least two-hundred and forty (240) hours may
substitute for six (6) months of the required experience.

Completion of fifteen (15) semester or twenty-four (24) quarter units of coursework from an
accredited college or university may substitute for six (6) months of the required experience.

LICENSE AND CERTIFICATION

None.

SUPPLEMENTAL INFORMATION
Title: Permit Technician I  
Job Code: 6321

None.

PROMOTIVE LINES

To: 6322 Permit Technician II  
From: Entrance examination

ORIGINATION DATE: xx/xx/xx

AMENDED DATE:

REASON FOR AMENDMENT

To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN
INTRODUCTION

Under general supervision the Permit Technician II performs a wide variety of paraprofessional, technical, administrative and specialized work involved in receiving, reviewing, processing and issuing building, electrical, plumbing and related permits and applications; determining required inspections; creating inspection records and appointments; maintaining field inspection lists; creating and issuing records requests; and providing permit-related information concerning permit requirements, codes, ordinances and inspection procedures.

DISTINGUISHING FEATURES

This is the journey-level class in the Permit Technician series. This class is distinguished from the Permit Technician III in that the latter has full supervisory responsibility and performs the more complex and technical work of the unit. This class is distinguished from the Permit Technician I in that the latter works under direct supervision performing the more routine and less complex functions.

SUPERVISION EXERCISED

May lead a group of clerical and technical support staff.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Receives, reviews and evaluates permit applications, construction plans and supporting documentation for completeness, accuracy and conformance with local, state and federal building codes and other applicable established criteria. Determines need for pre-permit inspections and needed level of review of plans prior to permit issuance.

2. Processes and issues various building, electrical and plumbing permits. Determines required inspections, creates inspection records and appointments, and maintains field inspection lists from permit records.

3. Uses fee schedules and designated calculation methodologies to determine value and calculate and access preliminary and final fees; calculates size-based fees; collects, records and balances permit related monetary transactions. Processes applicable charges through the Department's cashiering system; handles cash, checks and other forms of payment; performs initial reconciliation of receipts and reconciles entries with the City's Permit Tracking System.

4. Performs extensive and complex entries into the City's computerized Permit Tracking System and other computer based systems, ensuring accuracy in all data including street names, names of owner(s) project sponsor(s) and design professionals, project characteristics, fees and payments, and permit contractor's information.

5. Records, logs, compiles and maintains various permit related files, data, documents,
plans and reports.

6. Interacts directly with project sponsors, permit expediters, contractors, the general public and other department representatives relative to plan review, permit routing, construction inspection, notice of violation, records requests, inspection scheduling, special inspections, complaints and code violations. Researches public records with regard to construction drawings, permits, calculations, soil reports and legal descriptions. Disseminates, explains, and interprets information, regulations, and policies and procedures of the department.

7. Resolves a variety of complex and difficult problems and complaints encountered by staff and department representatives regarding permit and plan submittals and processing, illegal construction, code violations and inspections.

8. Processes complex records requests associate with building permits, research permit and plans information to respond to records requests, assist customers with plans; process requests from other City Agencies; works with the vendor that scans plans and performs scanning in-house.

9. May collect data and prepare statistical reports regarding permit intake, issuance and inspections, may lead and/or participate in preparing and processing administrative documents requiring extensive knowledge of department operations, policies, procedures, codes, regulations and ordinances.

10. May lead the work of others performing building electrical, plumbing and related permit and plan processing work; may plan organize, prioritize and distribute work assignments; may train or provide input into performance evaluations of subordinate staff; may maintain work unit production statistics and prepare related reports; assists in the review and implementation of new unit/office procedures.

11. Develop and maintain procedure manuals.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: Construction drawing conventions and general information presented on construction plans; legal authority of the department with regards to public disclosure, right of entry, denial of services, permits, enforcement actions administrate regulations and appeals processes; cash handling principles and basic arithmetic; technical terminology.

Skill to: Utilize complex specialized computer software including the City’s Permit Tracking System; operating Window Based Personal Computers, point of sale machines, copiers, fax machines and scanners.

Ability to: Read and review building plans and specifications for completeness; read land use maps, assessor’s maps, plot maps, specifications, civil, mechanical, electrical, plumbing drawings, energy calculations, and other related documents; use architectural and engineering scales to calculate dimensions and features; calculate and assess fees, apply cash handling principles; independently respond to and resolve day-to-day problems and/or complaints encounter by staff, the public and other in the course of handling office operations and
Title: Permit Technician II  
Job Code: 6322

procedures; explain, interpret and apply routine and specialized information, policies, and governmental guidelines and regulations to departments, staff, the public and/or others; research complex data, compile statistical information, and prepare reports for management; learn, understand and apply various state and local laws, codes, ordinances and regulations; communicate clearly and concisely orally and in writing; work with various cultural and ethnic groups in a tactful and effective manner; work independently within established policies and procedures.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Experience:

Two (2) years of administrative and technical building, electrical, plumbing and related permit and plan processing experience equivalent to the level of class 6321 Permit Technician I with the City and County of San Francisco which includes reviewing applications for accuracy and completeness, receiving and logging records requests, maintaining inspection records and providing routine permit-related information concerning permit requirements, codes, ordinances and procedures.

LICENSE AND CERTIFICATION

None.

SUPPLEMENTAL INFORMATION

None.

PROMOTIVE LINES

To: 6323 Permit Technician III  
From: 6321 Permit Technician I

ORIGINATION DATE: xx/xx/xx

AMENDED DATE:  

REASON FOR AMENDMENT To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN
INTRODUCTION

Under direction, the Permit Technician III supervises, trains, evaluates and participates in the work of staff who perform a wide variety of paraprofessional, technical, administrative and specialized work in receiving, reviewing, processing and issuing building, electrical, plumbing and related permits and applications; determining required inspections; creating inspection records and appointments; maintaining field inspection lists and processing requests for records. Responsibilities include: interpreting and overseeing the dissemination of important technical information; handling complex issues and complaints; and assisting in the development, administration, monitoring and coordination of the budget for their sections.

DISTINGUISHING FEATURES

This is the supervisory-level in the Permit Technician series. This class is distinguished from the Permit Technician II in that this class full supervisory responsibility over a unit of Permit Technicians and administrative support staff. This class independently performs the most complex and technical work of the unit.

SUPERVISION EXERCISED

Supervises paraprofessional, technical and administrative support staff.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Plans, organizes and supervises building permit processing activities; supervises technical, clerical and/or other administrative support staff; develops work procedures, methods and record-keeping systems based on standard office practices and/or administrative directives; performs personnel management functions with authority in selecting and/or recommending hires, completing performance evaluations, determining work assignments, and issuing and handling disciplinary issues.

2. Interacts directly with project sponsors, permit expediters, contractors, the general public and other department representatives relative to complex plan review, permit routing, construction inspection, notice of violation, records request inspection scheduling, special inspections, complaints and code violations. Researches complex public records with regard to construction drawings, permits, calculations, soil reports and legal descriptions. Disseminates, explains, and interprets information, regulations, and policies and procedures of the department.

3. Resolves a variety of complex and difficult problems and complaints encountered by staff and department representatives regarding permit and plan submittals and processing, illegal construction, code violations and inspections.

4. Receives, reviews and evaluates complex permit applications, construction plans and
CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

Title: Permit Technician III
Job Code: 6323

supporting documentation for completeness, accuracy and conformance with local, state and federal building codes and other applicable established criteria. Resolve issues related to the determination of the need for complex pre-permit inspections and needed level of review of plans prior to permit issuance.

5. Processes and issues various complex and difficult building, electrical and plumbing permits. Determines required inspections, creates inspection records and appointments, maintains field inspection lists from permit records.

6. Uses fee schedules and designated calculation methodologies to determine value and calculate and access preliminary and final fees; calculates size-based fees; collects, records and balances permit related monetary transactions. Processes applicable charges through the Department’s cashiering system, handles cash, checks and other forms of payment, performs initial reconciliation of receipts and reconciles entries with the City’s Permit Tracking System.

7. Performs extensive and complex entries into the City’s Permit Tracking System and other computer based systems, ensuring accuracy in all data including street names, names of owner(s) project sponsor(s) and design professionals, project characteristics, fees and payments, and permit contractor’s information.

8. Ensures the records and logs are compiled and maintained for various permit related files, data, documents, plans and reports.

9. Processes complex records requests associate with building permits; research permit and plans information to respond to records requests; assist customers with plans; process requests from other City Agencies; works with the vendor that scans plans; and performs scanning in-house.

10. Collects data and prepare statistical reports regarding permit intake, issuance and inspections; and supervises and/or prepares and processes administrative documents requiring extensive knowledge of department operations, policies, procedures, codes, regulations and ordinances.

11. Provides information used to develop the budget and monitors expenditures.

12. Develops and maintains procedure manuals.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: Extensive knowledge of construction drawing conventions and general information presented on construction plans; extensive knowledge of legal authority of department with regards to public disclosure, right of entry, denial of services, permits, enforcement actions administrate regulations and appeals processes; cash handling principles and basic arithmetic; technical terminology; supervisory principles, practices and techniques.

Skill to: Utilize complex specialized computer software including permit systems; operating
Title: Permit Technician III
Job Code: 6323

Window Based Personal Computers, point of sale machines, copiers, fax machines and scanners.

Ability to: Read and review building plans and specifications for completeness; read land use maps, assessor’s maps, plot maps, specifications, civil, mechanical, electrical, plumbing drawings, energy calculations, and other related documents; use architectural and engineering scales to calculate dimensions and features; calculate and assess fees, apply cash handling principles; independently respond to and resolve complex and difficult day-to-day problems and/or complaints encountered by staff, the public and other in the course of handling office operations and procedures; explain, interpret and apply complicated and specialized information, policies, and governmental guidelines and regulations to departments, staff, the public and/or others; research complex data, compile statistical information, and prepare reports for management; learn, understand and apply various state and local laws, codes, ordinances and regulations; communicate clearly and concisely orally and in writing; work with various cultural and ethnic groups in a tactful and effective manner; work independently within established policies and procedures; coordinate, train and supervise staff.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Experience:

Four (4) years of verifiable, building permit and plan processing experience, of which two (2) years of experience must have involved building permit and plan processing functions equivalent to the level of class 6322 Permit Technician II with the City and County of San Francisco.

LICENSE AND CERTIFICATION

Possession of the Permit Technician Certification, issued by the International Code Council, or equivalent issuing agency, is required within two (2) years of appointment.

SUPPLEMENTAL INFORMATION

None.

PROMOTIVE LINES

From: 6322 Permit Technician II

ORIGINATION DATE:

AMENDED DATE:

REASON FOR AMENDMENT To accurately reflect the current tasks, knowledge, skills and abilities
Title: Permit Technician III
Job Code: 6323

defined in the most recent job analysis conducted for this job code.

BUSINESS UNIT(S): COMMN