



30001 Ladyface Court, Agoura Hills, CA 91301, Agoura Hills, California, (818) 597-7300

EMPLOYMENT OPPORTUNITY

COUNTER PERMIT TECHNICIAN

FULL-TIME/Non-Exempt

*First review: **Wednesday, March 13, 2024, at 12:00 pm. Apply early.** Interested parties are strongly encouraged to submit application materials as soon as possible.*



Exciting New Opportunity

Join our professional Planning team in our Community Development Department

COUNTER PERMIT TECHNICIAN

\$6,542 – \$7,971/month

Dependent upon Qualifications

Why work for the City of Agoura Hills?

When you become part of the City of Agoura Hills family, you will work alongside a team of dedicated, skilled, and highly motivated professionals, who contribute their talents and commitment in providing excellent services to our community. Here is an outstanding opportunity to join a dynamic organization dedicated to serving the Agoura Hills community.

DEFINITION

Under general direction Counter Permit Technician, provides code interpretation and administrative information to the public; initiates and updates computerized files; prepares and processes correspondence, documents and reports; and performs plan check submittal services, issues permits and collects all related fees.

CLASS CHARACTERISTICS

The Counter Permit Technician has the ability to perform a full range of duties as assigned including working both the Public Works, Planning and Building & Safety counters. Positions in this class are flexibly staffed and are normally filled by advancement from the Building Permit Technician level, or when filled from the outside with prior experience.

EXAMPLES OF DUTIES

The following duties are typical for this classification. Incumbents may not perform all the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Respond to inquiries and complaints from the general public over the telephone and in person at the public counter; inspect plans for completeness and accept plan submittals.

- Enter, update, and/or change pertinent information or data on computerized database systems; implement and train others in the use of new systems as assigned.
- Issue various permits and assign appropriate inspections; review the processing of permits and plans; route plans to the appropriate parties; answer questions regarding permits and related processing information.
- Compile price totals on completed plans; extract and compile key paperwork pertinent to permits and field inspections; inform contractors, developers, and the general public of plan ready status.
- Conduct technical searches for plans and files; provide all City departments with maps; answer questions on City property, easements, and right-of-way; find soil compaction reports.
- Maintain accurate records and logs concerning permits issued.
- Calculate and collect appropriate fees; process and post online permit payments; input accounting for monthly reporting.
- Answer questions relating to permit issuance from contractors, developers, engineers, architects, property owners and the general public both over the phone and at the front counter.
- Schedule and assist with field investigations; maintain equipment and supplies in support of field investigations; assist with organization and storage of paperwork related to investigative reports.
- Prepare cost recovery invoices and real property requests or releases of liens.
- Maintain and update the computerized land management system; maintain parcel map books; assign addresses.
- Develop and maintain informational handouts on current fees, new ordinances, and changes in codes and regulations.
- Complete, type, proofread, and mail Building Safety Certificates of Occupancy.
- Review and approve proposed street addresses for planned construction projects.
- Collect cost estimates for new City infrastructure.
- Coordinate with administrative support staff related to the preparation, processing, and filing of plans, records, correspondence, and other documents.
- Assist with the preparation of letters, notices, orders, fines and/or reports for assigned division.
- Perform related duties as required.

What You Bring

EDUCATION:

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Counter Permit Technician Education/Training: equivalent to the completion of the twelfth grade, supplemented by specialized training in the building trades, civil engineering, code compliance, planning, or a related field. Experience: two years of increasingly responsible experience providing customer service at a public counter or office that provides construction, architecture, engineering, or similar services.

KNOWLEDGE, SKILLS, AND ABILITIES:

The following generally describes the knowledge and abilities required to enter the job and/or to be learned within a short period of time in order to successfully perform the assigned duties.

1. Front counter operations and activities for assigned division or department; basic civil engineering functions, including grading.
2. Basic methods and techniques of technical research.
3. Building-related codes and ordinances enforced by the City, including the uniform building, electrical, plumbing and mechanical codes.
4. Methods and practices of all phases of commercial and residential construction.
5. Mathematical principles required to determine electrical load, plumbing pipe sizing, and various architectural calculations, basic cost accounting and preparation of invoice type documents.
6. General principles and practices of regulatory compliance.
7. Basic methods and practices of real property development and maintenance.
8. Modern office procedures, methods, computer equipment and related software applications, with the ability to adapt to changing technologies and learn functionality of new equipment and systems.

9. Principles and procedures of record keeping.
10. Understanding of pertinent federal, state, and local laws.

Ability to:

1. Read and interpret building plans, codes, specifications, and regulations.
2. Interpret regulatory code requirements and processes.
3. Explain building or regulatory codes to the public, both verbally and in writing.
4. Respond to complaints, requests, and inquiries from the general public.
5. Issue and track encroachment and grading permits.
6. Schedule and assist with field assignments. Supervise lower-level technical engineering staff.
7. Conduct technical research.
8. Assist engineering staff in the field as assigned.
9. Prepare clear and concise reports and correspondence.
10. Work independently in the absence of supervision.
11. Understand and follow oral and written instructions.
12. Communicate clearly and concisely, both orally and in writing.
13. Establish and maintain effective working relationships with those contacted in the course of work.

LICENSES/CERTIFICATIONS/SPECIAL REQUIREMENTS:

Possession of or ability to obtain a valid Class C California driver’s license, and a satisfactory driving record.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions. Environment: office environment; work at a centralized public counter; work with computers. Sufficient physical ability necessary for standing or sitting for prolonged periods of time. Vision sufficient to see in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents. Hearing in the normal audio range with or without correction

MENTAL DEMANDS:

While performing the duties of the class, the employee is regularly required to use written and oral communication skills; observe and interpret situations; read and interpret data, information, and documents; interact with City staff and other organizations; and deal with customer relations.



What We Offer

- Retirement: CalPERS retirement (2%@55 formula for classic members; 2%@62 for new members). The City does not participate in the Social Security system; however, federal mandate requires employees to contribute 1.45% of wages to Medicare.
- Health Care Benefits: Medical insurance is provided by the City for all full-time employees and their dependents up to \$2,625/month. Vision and Dental insurance for full-time employees and dependents also provided.
- Short-Term & Long-Term Disability Insurance: provided by the City at no cost to the employee.
- Life Insurance: provided to full-time employees by the City

in the amount equal to 1 ½ times their annual salary.

- Deferred Compensation: The City will match up to \$100.00 per pay period towards employee deferred compensation contributions.
- 9/80 Work Schedule: Employees are eligible to participate in a 9/80 work schedule.
- Holidays: Accrue 12 paid holiday per year. Sick Leave: accrue 12 paid sick days per year. Vacation: 1-5 years of service = 80 hours; 6-10 years of service = 120 hours; 11 or more years of service = 160 hours.

ARE YOU READY? APPLY!

Submit your application and resume online at www.agourahillscity.org or to Human Resources, City of Agoura Hills, 30001 Ladyface Court, Agoura Hills, CA 91301. Questions: email Celeste Bird at cbird@agourahillscity.org. Resumes may be attached to completed applications; however, a resume will not be accepted in lieu of an official City Application. **The first review will be on Wednesday, March 13, 2024, at 12:00 pm. Recruitment can close at any time.** Qualified candidates are encouraged to apply early! Candidates with the most relevant qualifications will be invited to an interview.

THE FINE PRINT:

Prior to hire, candidates will be required to successfully complete a pre-employment process, including employment verification, reference check and, in compliance with the Immigration & Control Act of 1986, all new employees must verify identity and entitlement to work in the United States by providing required documentation including a criminal history questionnaire and Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) fingerprint check. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose a conviction will result in disqualification from the recruitment process.

Candidates with a disability who may require special assistance in any phase of the application process should advise the Human Resources Department upon submittal of application. Documentation of the need for accommodation must accompany the request. The City of Agoura Hills is an Equal Opportunity Employer (EOE).