



We invite applications for the position of:  
**PERMIT TECHNICIAN**  
\$66,905 to \$81,323 Annually  
Plus a comprehensive benefit package

### **Why Consider The City of Mountain View?**

It's simple. We are a passionate team of professionals committed to providing excellent service to the community we serve and we want you to join us! When you become part of the City of Mountain View family, you will find this is not just a job, it is an opportunity to continue a career providing essential support in a dynamic and innovative environment.

### **About This Role**

We are seeking highly motivated, team-oriented individuals with outstanding organizational, interpersonal and clerical/support skills. This position will perform a wide variety of technical, paraprofessional support and customer service duties related to the Building Division and will be responsible for the operations of the division's public counter. This position will process building permits and permit applications as well as performing elementary plan checking duties. You can review the detailed job description for Permit Technician on the City's website [here](#).

### **What You'll Do**

- Review plans and applications for building permits; issue building permits.
- Perform elementary plan checking duties at the front counter.
- Respond to inquiries from architects, contractors, builders, and the public at the counter; explain and interpret requirements and restrictions.
- Calculate various valuations, plan check fees, and permit fees; collect and process fees as necessary.
- Maintain a variety of statistical records; check and tabulate statistical data; prepare reports.
- Prepare and coordinate property and project inspection data.
- Provide excellent customer service to various stakeholders in a multitude of situations.
- Perform related duties as assigned.

### **Who You Are**

- You have excellent communication, interpersonal and customer service skills.
- You start sentences with "I can..." and are open to new opportunities and growth.
- You have strong organizational and problem-solving abilities with excellent attention to detail.
- You have patience, strong active listening skills and ability to adapt/respond to different types of personalities.
- You are able to handle complaints and deal effectively with the public with poise and in a professional manner.
- You are able to juggle various assignments and thrive in a fast-paced, dynamic work environment.

### **What You Bring**

- Three years of increasingly responsible office/clerical experience that involves extensive public contact.
- Equivalent to the completion of the 12<sup>th</sup> grade supplemented by college level courses in construction management or building inspection techniques.
- Possession of, or ability to obtain, an appropriate California Driver's license.

### **Bonus Points (highly desirable)**

- Experience in an environment dealing with planning, zoning, or a public building permit review setting.
- Possession of an ICC Permit Technician certificate.
- AA degree from an accredited college in a related field.

### What We Offer

- Comprehensive benefits package including generous paid leave and group health coverage.
- CalPERS retirement (2.7% at 55 formula for classic members; 2% at 62 for new members); employees contribute 11.5% for classic members; 10.5% for new members to CalPERS with no Social Security deduction.
- Opportunity to utilize \$2,000 in tuition reimbursement for education advancement annually, with an additional one time opportunity for up to \$20,000 for the completion of a work related Bachelor's or Master's degree.
- Up to \$100/month City contribution for mass transit expenses, with \$10/month minimum employee contribution or \$20/month City contribution for bicycle commute expenses.
- Employee appreciation days and activities.
- Wellness culture including access to the employee gym and incentive pay for participating in the City's wellness program.

### About the Community Development Department

The Community Development Department (CDD) is responsible for the review of development and building activity to ensure compliance with zoning and building codes, the achievement of economic development goals, General Plan policies, the California Environmental Quality Act (CEQA), housing and neighborhood policies, affordable housing projects, and community values. The department assists the community in establishing land use and neighborhood plans and ensures the quality of new projects through the design and development review process. The department staffs the Environmental Planning Commission (EPC), the Council Neighborhoods Committee, the Downtown Committee, and the Visual Arts Committee in addition to establishing and maintaining communications with citizens, developers, businesses, other governmental agencies, and City departments. The department also provides technical and policy support to the City Manager and other departments.

### Are You Ready? Apply.

Submit your application, supplemental questionnaire, cover letter, and resume online at [www.calopps.org](http://www.calopps.org) or to the Human Resources Division, City of Mountain View, 500 Castro Street, Mountain View, CA 94041, (650) 903-6309.

**Please provide a valid email address on your application.**

Application materials will be screened on a continuous basis with a **first application review date of Friday, January 12, 2018**. This recruitment is subject to close at any time. Qualified candidates are encouraged to apply early!

### Interview Process

Candidates with the most relevant qualifications will be invited to the following process:

- Oral board interview (weighted 100%).
- Department interview – Candidates who pass the oral board interview may be invited to interview with the Community Development Department staff for a more in-depth discussion regarding the position.

Depending on the number of applications, the above process may be altered.

### The Fine Print

Prior to hire, candidates will be required to successfully complete a pre-employment process, including employment verification, reference check, a criminal history questionnaire and a Department of Justice (DOJ) 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 or testing process should advise the Human Resources Division upon submittal of application. Documentation of the need for accommodation must accompany the request. The City of Mountain View is an Equal Opportunity Employer (EOE).

**CITY OF MOUNTAIN VIEW**  
**PERMIT TECHNICIAN**  
**Supplemental Questionnaire**

**Please answer the following questions and submit with the application. Please no more than one page for each question.**

1. Describe what type of over-the-counter plan checks you have performed, if any.
2. Give an example of the types of construction projects you have been assigned to manage through the plan check process.
3. This position will have frequent interaction at the front counter assisting customers from diverse backgrounds with diverse views and language abilities. Describe a situation in the past where you were trying to communicate with someone who was having difficulty understanding and how you handled the situation.