

# CITY OF BIG BEAR LAKE

## CLASS SPECIFICATION

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**Class Title:** Counter Technician

**Class Code Number:** 0020

**Position Designation:** Technical/General

**Division:** Building & Safety/  
Planning

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### General Purpose of Position

The purpose of this position is to provide assistance to members of the public in complying with regulations governing the building of structures. This position is responsible for processing building permit and plan review applications, review the plan review and permit applications and submittal for completeness and documents; and calculates permit and plan review fees. This position reports directly to the Assistant Building Official..

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### RESULTS STANDARDS

Results Standards set guidelines for the quality and correct procedure expected when performing any task for the City of Big Bear Lake.

- I. Customer Service:**  
Government service is provided in a professional and effective manner with an emphasis on responsiveness and accessibility to both employees and the public.
- II. Professionalism:**  
Job duties are consistently performed in a legal and ethical manner consistent with the code of conduct and standards applicable and appropriate to the position and particular specialized area.
- III. Production:**  
Employee labor products are of high quality and are produced in a timely and cost-effective manner.
- IV. Critical Thinking:**  
Decisions are made utilizing appropriate problem identification, analysis, and evaluation processes with a continual emphasis on innovation, ethics, and professionalism.
- V. Teamwork:**  
Goals common to the organization are achieved through cooperation, coordination, and the development of professional relationships.
- VI. Professional Development:**  
Employees are empowered to perform their jobs at the highest level and are encouraged to improve both personally and professionally. The overall quality of professionalism in the organization is improved through commitment, training, involvement, and education.
- VII. Leadership:**  
Efficiency, effectiveness, and teamwork are promoted by all employees. The values of the City are properly communicated through the behavior of organizational leaders in a manner appropriate to their position.

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### FORMAT

**Result Statements:** (in bold) describe common results expected of the Division or results specific to a particular position.

Performance Standards (preceded by a ) describe the specific manner in which the associated Result Statement is achieved by this position. Multiple Performance Standards can be associated with each Result Statement and define the expectations for employee performance.

- A. New development, construction, and land use within the City are reviewed for compliance.**
- Building plan review and permit fees are calculated accurately for builders, etc.
  - Permit applicants are instructed as to the proper procedures for completing required forms in a professional manner.
  - Applications are processed and filed in an orderly and effective manner.
  - Applicants are notified of approved applications in a timely and professional manner.
- B. Plan review operations are performed to allow for appropriate modifications and corrections to ensure safe construction practices and to ensure minimum code compliance.**
- Plans are received, given a preliminary review for completeness of submittal plans and documentation package, and routed in a timely and professional manner.
- C. Procedures, forms, maps, and files are updated to ensure compliance with current codes and regulations.**
- Support is provided as directed by supervision.
- D. Members of the public are assisted in a courteous, timely, and professional manner.**
- The public counter is attended and customers are served in a timely and professional manner.
  - Information regarding applicable City, State, and Federal regulations pertaining to planning, building, and construction is disseminated as required by public request.
- E. Research is conducted and complied on land use and development issues.**
- Support is provided as directed by supervision.
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### Qualifications

**Education:** A high school diploma or equivalent is required. An Associate=s degree or trade school certificate in Building or related field is preferred.  
ICBO Permit Technician Certificate.

**Experience:** One year experience working the public counter processing permits, plans, etc. is required.

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### **Knowledge, Skills, Abilities, and Personal Characteristics**

This position requires knowledge of current building related laws, regulations, codes, and ordinances. A basic knowledge of accepted safety standards and methods of building construction for commercial, industrial, and residential buildings is required.

The individual should be able to exercise sound judgment, be able to plan, be well organized, have good verbal and written communication skills, work well under pressure, be proactive, flexible, and cooperative. The individual should also be accurate, timely, and discrete.

### **Physical Requirements**

The following requirements are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position may require extended periods of sitting. Light lifting (up to 25 lbs.) is required occasionally. This position requires manual manipulation of a keyboard, phone, and other standard office machines.

### **Tools**

This position requires the use of a PC, word processing, and spreadsheet software, and standard office equipment. Occasional operation of a motor vehicle is required.

### **Work Environment**

This position requires indoor and outdoor work. Work indoors is performed in an office and involves exposure to moderate levels of noise.