

# CITY OF BIG BEAR LAKE

## CLASS SPECIFICATION

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**Class Title:** Building and Planning Aide

**Class Code Number:** 0020

**Position Designation:** Technical/General

**Division:** Building & Safety,  
Planning and Engineering

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### General Purpose of Position

The purpose of this position is to provide assistance at the counter and on the phone to members of the public for the Building & Safety, Planning and Engineering Departments. This position is responsible for processing building and planning permits and plan review applications, reviewing applications and submittals for completeness; calculates permit and plan review fees; routes plans for review; provides administrative support within the Departments; coordinates plan check information from other departments; and prepares comprehensive permit application reports under the supervision of management and/or more experienced staff. This position is responsible for advising and interpreting to the public the requirements of the land use ordinances as they relate to the construction and use of structures and land, and other duties as assigned. This position reports directly to the Senior Building Inspector or designee. This position has no supervisory responsibility.

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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.**

- The full scope of building and planning permit processing and related support duties are performed in a professional and timely manner.
- Permit applicants are provided with information and instructed as to the proper procedures for completing required forms in a professional manner.
- Building and planning permits for new construction and building modifications are reviewed for completeness and conformance to permit requirements and regulations.
- Construction plans are received, distributed to the appropriate Department staff, and tracked from project submittal to permit issuance.
- Fees for permit application and plan check are calculated and recorded; fee payment is coordinated with the cashier.
- Applicants are notified of necessary corrections and of approved applications in a timely and professional manner.
- Comprehensive building and planning department reports are prepared as directed.

**B. Plan review operations are performed to verify completeness.**

- Plans and development applications of low complexity are reviewed for completeness, in accordance with City procedures under the supervision of senior staff.
- Small scope projects not requiring Planning Department approval are approved, for example, permits for pools, patio covers, etc.
- The land use ordinance is explained and interpreted to the public as it relates to the construction and use of structures/land, and complaints regarding violations of the land use ordinance are investigated and reported.
- Recommendations are made for corrections to violations.
- Development application review is coordinated with other departments and agencies as appropriate.
- Department logs are maintained, including the status of plan checks and residential activity; statistical reports are prepared.

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## CLASS SPECIFICATION

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**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 staffed and customers are served in a timely and professional manner.
- Customer service and public information are provided to agencies, project applicants and representatives, and the general public regarding the City's development policies and standards by responding to inquiries by phone and at the counter.
- Information regarding applicable City, State, and Federal regulations pertaining to planning, building, and construction is disseminated as required by public request.
- Project applicants are informed of the development review process and City requirements in a timely and courteous manner.
- Application processing procedures are streamlined and expedited to the extent feasible.

**E. Research is conducted and compiled 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.  
Possession of a valid California Driver's License is required.

**Experience:** Three (3) years experience working the public counter processing permits, plans, etc. is required.  
ICCO Permit Technician Certificate may be substituted for one (1) year experience.

### 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. This position requires familiarity with the principles and practices of urban planning, applicable state and federal environmental and planning laws, City policies, regulations, and codes relating to planning, zoning, and land divisions, and an understanding of the procedures and processes of a municipal planning division. The position also requires excellent customer service skills, communication skills, and oral presentation skills.

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.

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## CLASS SPECIFICATION

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### **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 standing or 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 work and outdoor work may be performed as needed. Work indoors is performed in an office and involves exposure to moderate levels of noise.