

INSPECTION FUNCTIONS IN THE AREA OF EXPERTISE

- A. Prior to submitting any plans or projects as a CALGreen Special Inspector for Sonoma County, a CALGreen Inspector shall be listed as an approved inspector or Agency on the Sonoma County CALGreen Special Inspector Agency Recognition List;
- B. Sonoma County CALGreen Special Inspectors are responsible for verifying and certifying completion of all aspects of requirements selected on the project CALGreen Checklist;
- C. All code requirements established by the California Building, Mechanical, Electrical and Plumbing Codes as adopted by the County shall be under the authorization of the Chief Building Official or designee to enforce. The CALGreen Special Inspector's authority is limited to plan verification and inspection for CALGreen requirements indicated on approved checklists. CALGreen Special Inspectors shall not make any code interpretation, identify areas of concern regarding the status of a building permit, or sign off project approval of any inspection required to be inspected by County staff.

PROVIDE QUALITY CUSTOMER SERVICE THAT EXEMPLIFIES THE GOALS OF PERMIT SONOMA

- A. Be available to County staff and clients/stakeholders:
 - 1. Adhere to the Permit Sonoma policy of doing all inspections on the day the inspection has been requested;
 - 2. Attend and be on time for all scheduled appointments and meetings;
 - 3. Return all phone calls within 24 hours from the time they are received.
- B. Be Accurate:
 - 1. Take responsibility for finding answers or direct an inquiry to the proper person for questions outside your scope of expertise;
 - 2. Provide accurate information on all written comments, reports, and correspondence.
- C. Provide partnership service to stakeholders (public/citizens, other staff, policy makers, development community):
 - 1. Work with clients and County staff to identify areas where the process of inspecting in your area of expertise can be improved for better customer service;

2. Cooperate and work in coordination with all Permit Sonoma staff.
- D. Improve/provide advice to stakeholders (public/citizens, Permit Sonoma staff, policy makers, development community):
1. Within your area of expertise, explain and interpret standards, requirements, and restrictions for architects, contractors, engineers, builders and the general public;
 2. Coordinate with Permit Sonoma departments and divisions and outside agencies in the inspection approval process;
 3. Identify and inform the public of inspection requirements, time frames for inspections, and issues involved in approval for your area of expertise.

ADHERE TO THE COUNTY ORGANIZATIONAL VALUES

- A. Provide quality service;
- B. Encourage accessibility, open communication and participation in decision-making;
- C. Develop an environment of mutual trust, fairness, sensitivity and dignity;
- D. Promote confidence in individual capabilities and cooperation throughout the organization;
- E. Adapt to the changing circumstances of the community.

BE CONSCIOUS OF AND UPHOLD PERMIT SONOMA BASIC PRINCIPLES OF CONDUCT

- A. Focus on the situation, issue or behavior, not on the person;
- B. Maintain the self-confidence and self-esteem of others;
- C. Maintain good relationships with County staff, contractors and property owners that you work with during the process of doing special inspections in your field of expertise;
- D. Take initiative for improvement in your area of expertise;
- E. Lead by example.



ACKNOWLEDGEMENT

I hereby acknowledge that I have reviewed and agree to the terms of this form. I understand the importance of providing excellent customer service that exemplifies the goals of Permit Sonoma and I understand the role I have in the building permit process for the area of expertise I am qualified to inspect. I understand that my status as an approved CALGreen Special Inspector in the County of Sonoma may be revoked by the Chief Building Official for failure to adhere to the terms of this form.

CalGreen Inspector Name (print): _____

CalGreen Inspector Email Address: _____

Signature: _____ Date: _____

CALGreen Certification Number: _____

Agency Name (print): _____

Agency Address: _____

Agency Phone Number: _____

