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**Board Approves Additional Staffing for Community Development Department
to Enhance Customer Service and Improve Permit Processing**

Stockton, CA – The San Joaquin County Board of Supervisors has approved the addition of three new positions to the Community Development Department (CDD) to enhance customer service, improve turnaround times for permit processing, and assist the public with the recently implemented Accela permitting system. These positions will provide critical support in optimizing department operations and ensuring the public can efficiently navigate the permitting process.

“The Board of Supervisors and the Community Development Department are committed to efficiency, responsiveness, and delivering outstanding customer service,” said Board Chair Paul Canepa. “Our goal is to continuously refine our processes to enhance the customer experience. By adding these key positions, we ensure that residents and businesses receive timely and effective service while maximizing the benefits of our new permitting system. The Community Development Department is dedicated to being a strong partner in building a thriving community and supporting the businesses that choose to invest here.”

The approved positions include:

- **Business Analyst II**
 - This role will focus on streamlining business processes and optimizing the use of the Accela software.
- **Development Services Senior Technician**
 - This position will provide front-line customer support for the public and oversee the processing of building permit applications, ultimately reducing permit issuance timelines.
- **Plan Check Engineer II**
 - This position will Conduct reviews of less complex plan submissions and revisions and expedite the approval process to ensure timely permit issuance to address increasing permit application volumes and the complexity of new building codes and regulations.

“Computers are great tools, but in customer service, nothing beats a human being,” added District Four Supervisor Steve Ding. “These changes strengthen communication and put the customer first.”

For more information, visit [Community Development | San Joaquin County](#) or contact the Community Development Department at (209) 468-3121.

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The Board of Supervisors is the governing body of San Joaquin County and serves more than 789,410 residents. The Board establishes County policies, passes local ordinances, approves the budget, sets local tax rates, supports community programs and provides many other essential services.