



Position Description

Permit Coordinator

Community & Economic Development

CLASSIFICATION: Non-Exempt

BARGAINING UNIT: Unaffiliated (Non-Union)

REPORTS TO: Community and Economic Development Director, City Engineer and Inspection Services Manager

SUPERVISES: May supervise temporary employees and interns

SUMMARY:

Perform work under the organizational direction of the Community and Economic Development Director and under the operational supervision of the City Engineer and Inspection Services Manager. The Permit Coordinator plays a critical technical role while providing a high level of customer service, both to internal staff, City Departments, and outside agencies while being primarily focused on the needs of the public. The Permit Coordinator is unique in the scope and range of knowledge ultimately anticipated for candidates in this position.

ESSENTIAL JOB FUNCTIONS:

Additional job functions may vary due to department or City needs/requirements. Assignments may include but are not limited to:

- Responsible for being the initial representative for the City; providing customer service at the front counter and over the phone to customers with information regarding permit requirements, application process, and calculating and assessing all appropriate fees.
- Process, receive, accept, route, review and issue permits; including but not limited to, Building, Land Use, Street, Business, Rental, Special Event, Franchise, Right-of-Way, and other City permits; acting as a liaison for the Planning, Building, Code Enforcement, Engineering, Public Works, and Community and Economic Development Departments.
- Calculate and provide to the public water, sewer, and other PW utility connection fees, requiring the use of utility maps and other reference materials. Recommendations for updates, should they appear to be inaccurate or out of date.
- Respond to inquiries from owners, contractors, developers and the public concerning building codes, permit regulations and inquiries relative to the City's policies and procedures; resolve issues when possible.
- Evaluate, analyze, and review permit applications for completeness and other public plans and maps; routing and monitoring applications and plans to City departments, consultants and other agencies..
- Provide information to internal and external customers about development and construction regulations, including zoning, building, land use, public works and critical areas;
- and other pertinent planning information to the public without the need for additional assistance.
- Schedule field inspections for both building and engineering associated with private development and outside agencies as applicable.
- Handle messages and complaints from citizens in a polite and professional manner; determining the nature of message or complaint and, if it cannot be resolved, refer it to the appropriate staff member.
- Perform specific plan check review procedures, review applications for accuracy, completeness and compliance with local, state and federal regulations to assure application is technically complete prior to acceptance by the City, including all required exhibits and fees.
- Research and track permit application status into an automated system, record and log permit activities, update permit records and files and resolve data errors.
- Issue periodic statistical reports for governmental agencies and department heads when required.
- Coordinate the process for review and approval of land use matters, permits, variances, and other related procedures.
- Assist in the coordination of hearing examiner cases for permits by reviewing and routing application requests and informing interested parties about the public hearing and final actions, as necessary.

OTHER JOB FUNCTIONS:

- Exercise independent judgment within established procedures to make decisions about day-to-day issues and activities related to customer concerns. Apply policies and procedures to situations; effectively communicate, both verbally and in writing; deal tactfully and courteously with customers, both internal and external.
- Assist with preparation of Requests for Proposals (RFP), including development of criteria, standards, and procedures.
- Assist in the creation of subcontractor, agency, and consultant agreements and amendments, including program goals and objectives, performance standards, reporting requirements, and budgets.
- Interpret information and communicate effectively, both verbally and in writing, to the public, City staff, and other agencies to explain basic construction/design requirements, land use related procedures, development standards, and permit process procedures, codes and technical information.
- Investigate and resolve customer complaints and perform research for permit-related matters.
- Cash handling.
- Perform other duties as assigned.

WORKING CONDITIONS:

Work may be performed at various locations; however, most work is performed in an office environment. This position may be required to stand at a counter for extended periods. Frequent bending, crouching and lifting files and boxes may be required. May be exposed to hostile customers dealing with sensitive and occasionally controversial issues affecting the public. Works regularly with diverse groups of people and organizations.

PHYSICAL: Frequently moves and positions self about the office to access files and file cabinets. Occasionally moves files and building plans weighing up to 20 pounds to overhead storage compartments.

KNOWLEDGE, SKILLS & ABILITIES:

The minimum amount of knowledge, skill, and ability necessary to competently perform the essential functions of the position.

Knowledge of:

- City ordinances and codes relating to basic land use, building codes, zoning, City business, and community development and public works standards.
- Engineering, planning, building, code enforcement, and utility code, policies, and procedures related to the issuance of various permits.
- Principles and practices of the issuance of building, planning, public works, water, sewer, irrigation, and business related permits and provide excellent customer services related thereto.
- Uniform Building, Plumbing, Fire, Business and Mechanical Codes and Washington State laws.
- Public information processes and understanding of the roles of the developer engineer and/or architect.
- Range of researching methods using a variety of information and data sources to include, but not limited to, property ownership, zoning, right-of-ways, easements etc.
- Planning, Engineering, and Building vocabulary.
- Routine and complex clerical procedures and functions including the ability to compile and maintain records.
- Organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Development requirements and the impacts of nexus and proportionality on said requirements with the ability to effectively communicate with management when something doesn't appear correct or just.
- Office procedures, including effective filing and accurate record keeping techniques.
- Strong organizational skills and a strict attention to detail and processes.

Ability to:

- Learn, interpret and apply applicable local, state and federal codes, methods and practices of construction and materials used in building constructions.
- Read and interpret construction plans and determine compliance with various codes.
- Communicate clearly and concisely, both verbally and in writing with an emphasis on providing effective customer service.
- Perform general technical and clerical work involving the use of independent judgment and personal initiative.
- Operate standard office equipment; including a computer to prepare reports, letters and other materials as directed (e.g., word processing, spreadsheet and database programs).
- Speak Spanish fluently is preferred.

EDUCATION & EXPERIENCE:

Any equivalent combination of education and experience which provides the applicant with the knowledge, skills and abilities required to perform the job.

- High School Diploma or GED required; an Associate's Degree preferred.
- Minimum of one-year experience as a permit technician, planning, building, public works, construction customer service, and/or municipal land development.
- Previous experience in local government preferred.
- Knowledge of Microsoft Office products required.

LICENSES, CERTIFICATIONS, AND OTHER REQUIREMENTS:

Certain licenses and certificates, if required, may be acquired on the job as agreed upon by the City and employee. Subject to change based on operational needs.

- Valid Washington State driver license.
- ICC certification as Permit Technician or obtain within the probationary period.