



June 2008

PERMITS COORDINATOR

DEFINITION

Under general supervision, plans, organizes, and coordinates permit processing and related activities between the Planning, Engineering, and Building divisions; serves as a liaison between the public, developers, builders, contractors, applicants and City staff to ensure proper and efficient processing of permits; ensures compliance with applicable Federal, State, and local laws, codes, and regulations; provides technical and specialized assistance to the Planning Manager; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Planning Manager. May exercise technical and functional direction over and provide training and guidance to staff as assigned.

CLASS CHARACTERISTICS

This is a single-position coordinator class in the permit technician series that independently performs a wide variety of project coordination duties related to permit processing duties, including coordinating permit processes and related issues between the Planning, Engineering, and Building divisions and serving as a liaison between the public, City staff, and other agencies. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. Successful performance of the work requires skill in coordinating programmatic activities and department work. This class is distinguished from the permit technician class series by performing duties related to coordination of permit processes and projects between divisions in the Community Development department. This class is further distinguished from the Planning Manager in that the latter has management responsibility for all planning related programs and functions and activities of the City.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.

- Coordinates permit processes and related issues between Planning, Engineering, and Building divisions; tracks and maintains accurate and up-to-date information on the status of permits; ensures approvals and conditions of approval are met prior to the issuance of permits; routes information submitted for compliance with conditions of approval to appropriate staff and departments; coordinates all aspects of approval and conditions of approval prior to issuance of certificates of occupancy; tracks the status of conditions of development approval and ensures City compliance.
- Serves as a liaison between developers, builders, applicants, and City staff for coordination of permits; advises and informs customers of document and plan submittal requirements; attends pre-

application meetings as necessary; serves as the main staff contact for developers and the public on permit status.

- Tracks conditions for approval for all land use cases.
- Participates in the development and implementation of goals, objectives, and priorities for assigned activities; identifies resource needs; recommends and implements procedures, including standard operating procedures for assigned activities; maintains an accurate procedures manual.
- Calculates and tracks Traffic Impact Fees (TIF) for new developments; informs and advises applicants and customers of TIF requirements and fees; maintains accurate tracking systems of fees; prepares annual TIF report.
- Coordinates and attends weekly staff project status meetings; maintains accurate project status lists.
- Conducts special research assignments, analyzing data, and preparing conclusions and recommendations for consideration by management.
- Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Prepares a variety of written correspondence, reports and other written materials; distributes reports internally and to various governmental offices.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.
- Provides notary services as needed.
- Performs related duties as required.

QUALIFICATIONS

Knowledge of:

- Program development, coordination, and evaluation techniques.
- Organization, procedures, and operating details of the Community Development Department.
- Applicable Federal, State, and local laws, codes and regulations.
- Policies, technical processes, procedures, and requirements related to building, engineering, land use, and/or urban planning, sufficient to answer questions and provide information to the public; applicable zoning and related laws and regulations.
- Business letter writing and basic report preparation.
- Business arithmetic and basic statistical techniques.
- Records management principles and practices.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service the public, vendors, contractors, and City staff, in person and over the telephone.

Ability to:

- Develop, organize, coordinate, review, evaluate, and personally participate in activities and projects related to permit processing programs.
- Coordinate inter- and intradepartmental functions cooperatively.
- Understand and explain City policies, procedures, fees, and basic planning and building codes and regulations to the general public, permit applicants, and City staff.
- Read and interpret plans, specifications, related construction documents, and maps.
- Calculate square footage, fees and/or penalties from plans, and fees for zoning permit applications.

- Perform detailed, technical, and specialized planning and zoning and/or permit support work.
- Compose correspondence and reports independently or from brief instructions.
- Establish, maintain, and research files.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Make accurate arithmetic, financial, and statistical computations.
- Operate modern office equipment including computer and related word processing, database, and spreadsheet software and applications.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience, which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and five (5) years increasingly responsible administrative experience in a municipal or county building, engineering, or planning department or equivalent private sector experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid driver's license by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Standing and walking in work areas if frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.