PERMIT COORDINATOR

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

JOB OBJECTIVES

To perform moderately complex clerical, accounting and para-technical duties in support and coordination of the building, planning and other permit processes; to provide a wide variety of responsible administrative support duties for the Community Development Department; to relieve manager of administrative work; to provide information and assistance to the public regarding departmental policies and procedures; to generate, type and distribute correspondence and reports; and to perform a variety of tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from higher level management staff.

ESSENTIAL JOB FUNCTIONS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

1. Provide general zoning, building and related code information and application forms to permit applicants and the general public; provide guidance in completion of various permit applications and forms.

2. Process permit applications, ensuring accuracy and completeness; calculate and receipt fees; route application to appropriate staff; monitor application progress for status and prepare plans and permits for issuance; issue permits within scope of authority and within established procedures.

3. Maintain records of the permit process; compile data and prepare a variety of reports relevant to the permit process.

4. Analyze and recommend changes to the permitting system, codes, ordinances, rules and regulations.

5. Assist in the scheduling of requests for field inspections and assist in maintaining an activity log; assist in the coordination of the permitting process with other department and city staff.

6. Prepare, maintain and store records; file and log information related to area of responsibility; assist in preparing documents for archiving.

7. Perform a wide variety of complex, responsible and confidential duties for the Community Development Department; relieve supervisor of administrative work.

8. Handle telephone calls; research and respond to complaints and requests for information on department or division services, procedures, systems and operations.

9. Independently compose correspondence related to assigned area of responsibility.

10. Attend Planning Commission meetings; prepare and compile agenda packets; take and prepare minutes; disseminate information as appropriate.

11. Perform a wide variety of general clerical work including but not limited to the maintenance of accurate and detailed files, logs, rosters, manuals, documents and records; verify accuracy of information; research files as requested.
12. Operate a variety of office equipment including copiers, facsimile machine and computer; input and retrieve data and text; organize and maintain disk storage and filing.

13. Utilize, and where appropriate, maintain various computer applications and software packages; enter data, maintain and generate reports from a database or network system; ability to use and maintain permit tracking software; ability to use word processing software, spreadsheet, desktop publishing, report writing, and GIS software.

14. Verify and review materials, applications, records and reports for completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records and reports.

15. Assist the public at the front counter, by telephone and by written correspondence; respond to complaints or inquiries and maintain records of customer service issues and resolutions.

16. Compile data for special projects and services; collect and assemble data and background materials for a variety of reports; maintain logbooks; prepare monthly reports and statistical data.

17. Perform related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**
- Operations, services and activities of the Community Development Department.
- Principles and practices of customer service.
- Administrative support and organizational practices and techniques.
- Modern office procedures, methods and equipment including computers and supporting word processing, spreadsheet, permit tracking, desktop publishing, GIS, report writing, and other applications.
- Business letter writing techniques.
- Principles and procedures of record keeping and filing.
- Methods and techniques of compiling and presenting reports and information.
- Practices used in minute taking and preparation.
- Methods and techniques of proper phone etiquette.
- Basic accounting principles.
- Basic construction and planning practices.
- English usage, spelling, grammar and punctuation.
- Pertinent Federal, State and local laws, ordinances, codes and regulations.
- Planning and Building procedures.

**Ability to:**
- Participate as a team player.
- Work in a dynamic office setting with rapidly changing priorities.
- Perform responsible administrative work within assigned area.
- Compile and present data and information for reports.
- Interpret and apply administrative and departmental policies and procedures.
- Independently prepare correspondences and memoranda.
- Take and prepare minutes from meetings.
- Work with applicants and find solutions.
- Monitor and track permit activities.
- Prepare clear and concise reports.
Operate office equipment including computers and supporting word processing and spreadsheet applications.
Implement and accurately maintain complex and confidential filing systems.
Respond to requests and inquiries from the general public.
Work independently in the absence of supervision.
Understand and carry out oral and written instructions.
Communicate clearly and concisely, both orally (including talking and listening) and in writing.
Establish and maintain effective relationships with those contacted in the course of work.
Calculate various fees and charges.
Be a forward thinker.
Be willing to take on new challenges.

**Education and Experience Guidelines**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education:**

Equivalent to the completion of the twelfth grade supplemented by specialized training in the areas of administrative assistant and preferably in the land use and building or related field.

**Experience:**

Two years of increasingly responsible experience in land use, construction or a related field; administrative experience.

**PHYSICAL DEMANDS AND WORKING CONDITIONS**

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

**Environment:** Normal office setting.

**Mobility:** Incumbents require sufficient mobility to work in an office setting, and operate office equipment.

**Vision:** Vision sufficient to read small print, computer screens and other printed documents.