

## POSITION DESCRIPTION

Class Title:	Development Services Coordinator	Job Code Number:	450
Department:	Community Development	Grade Number:	16
Division:	Building	FLSA Status:	Exempt
Date:	January 15, 2013	Location:	City Hall

### GENERAL PURPOSE

Performs a variety of routine and complex supervisor, administrative and technical work in the processing and issuance of permits.

### SUPERVISION RECEIVED

Works under the general supervision of the Building Official.

### SUPERVISION EXERCISED

Supervises Project Planners, Permit Facilitators and Cashiers/Office Assistants

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Assigned to manage and supervise the permitting operations of the City to achieve goals within available resources:

Plans, organizes and prioritizes the workload of assigned staff; trains, motivates, and assists in the evaluation of assigned staff; reviews progress and directs changes as needed; makes recommendations regarding personnel actions including hiring of staff, discipline and compensation. Evaluates and corrects employee performance to achieve the mission of the work unit.

Oversees processing of permit applications, checking for accuracy and completeness, routing to appropriate review staff, monitoring application progress for status reports, calculation and receipting fees and preparing building and land use permits for issuance.

Provides guidance in filling out various permit applications and forms, making sure applicants understand the permitting process and the necessary information and attachments required to submit an accurate and complete application;

Provides leadership and direction in the development of short and long range plans; gathers interprets and prepares data for studies, reports and recommendations; coordinates department activities with other departments and agencies as needed;

Responds to inquiries regarding City development codes, zoning and permitted land uses;

Prepares a variety of studies, reports and related information for decision-making purposes;

Serves as the administrator for the City's permit tracking system; updates and revises activity, fee and form libraries as necessary;

Supervises the accurate and timely maintenance of records of the permit process; inputs, maintains and complies a variety of reports on permitting activity, such as the number of permits by type, valuation, permit fees, review time, problem areas, conditions imposed, actions taken, etc;

Recommends changes to codes, rules and regulations based upon common problem areas and special land use development issues;

Assures that policies and procedures are followed in the receipt, routing and processing of permit application and collected fees;

Assists in coordination the permitting process with building official, inspectors, planners, engineers, fire inspectors, and other outside agency staff;

Performs research on codes and ordinances assigned to evaluate and recommend improvements to codes and ordinances;

Researches problems and complaints regarding commercial and residential buildings, building construction and code compliance; Assists in the resolution of complex and sensitive customer service issues, either personally, by telephone or in writing; Maintains records and documents of customer service issues and resolutions.

#### PERIPHERAL DUTIES

Prepares, maintains, and stores records, files and logs related to permit issuance and inspections; prepares documents and plans for microfilming;

Serves as a member of various employee committees, as assigned;

#### DESIRED MINIMUM QUALIFICATIONS

Education and experience:

- A. Graduation from a standard senior high school or GED equivalent, supplemented by two (2) years of post-secondary college or technical training in land use, urban planning, architecture, public administration, building technology, or a closely related and
- B. Current Permit Technician certification from ICC or ICBO required; and
- C. Three (3) years of experience in general construction, land use or a related fields; or
- D. An equivalent combination of education and experience may be considered.

Necessary knowledge, Skills, Abilities and Other Traits:

(A) Considerable knowledge of State adoption of the International Codes; working knowledge of general land use development and zoning regulations; working knowledge of building code administration; working knowledge of permitting processes; experience with computerized record keeping systems;

(B) Skill in the operation of the listed equipment; and

(C) Ability to establish and maintain effective working relationships with work group, contractors, developers, architects, engineers, owners, and the general public; ability to read and understand plans and blueprints; ability to communicate effectively orally and in writing; ability to work under stressful conditions and with frequent interruptions.

(D) A key value of the City is customer service. This position requires considerable knowledge, ability and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors. It requires the ability to effectively meet and deal with the public; the ability to handle stressful situations; the ability to greet and respond to customers in a friendly, pleasant and professional manner using appropriate inflection, grammar and syntax; a desire to make the permit process a positive experience for the customer, must have empathy for the customers situation and speak and present information in a way the customer can understand, the ability to establish and maintain effective working relationships with employees, supervisors, and the general public; the ability to maintain a professional, courteous, and pleasant demeanor in difficult and stressful situations; and the ability to diplomatically deal with difficult people. A willingness to expend extra effort to help the public find answers or information relative to their inquiry or complaint is expected.

#### SPECIAL REQUIREMENTS

A valid WA driver's license or ability to obtain one upon employment.

#### TOOLS AND EQUIPMENT USED

Personal computer, including word processing and permitting software; calculator; pencil; scales; copy and fax machine; phone.

#### PHYSICAL DEMANDS

The physical demands described here 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 the essential functions.

Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

While performing the duties of this job, the employee is frequently required to stand or sit; walk; talk or hear; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move 35 and up to 50 pounds. Specific vision abilities required by this job include close vision, and the ability to adjust focus.

#### WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderately quiet with periods of increased noise levels due to multiple customers being served at the same time.

Work environment may include multiple distractions. Employee must be able to complete tasks accurately and efficiently while maintaining professional demeanor.

#### SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: \_\_\_\_\_

Human Resources Manager

Approval: \_\_\_\_\_

City Manager

Effective Date: December 4, 2012

Revision History: