

PERMIT CENTER COORDINATOR

Salary Range: 27 (Public Service Salary Schedule)

DEFINITION

Under general direction, responsible for planning, organizing, and coordinating the day-to-day operations of the Permit Center within the Community Development Department; including, supervising the work and activities of Permit Center staff engaged in providing information and direction to the public on planning, engineering, and building issues, processes, and requirements; providing technical expertise in building, zoning and plan review administration; reviewing permit applications, plans, and supporting documents for proper form, completeness, sufficiency of information, conformance with legal standards, and compliance with City requirements; receiving, recording, and completing general permit processing procedures including distribution of building plans for plan checking; performing plan checks for Planning Commission and City Council conditions; issuing permits as authorized; providing expertise in software applications and processes and ensuring existing applications meet department needs and are fully implemented to maximize benefit; coordinating technology implementation and upgrades as the department's lead for technology implementation and upgrades; and other duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Permit Center Coordinator is a professional level single classification in the Planning/Building Technician series responsible for the supervision of permit center staff, the daily operations of the permit center and the customer service counter, and assists with planning, building, and engineering services and functions. The Permit Center Coordinator is distinguished from the Planning/Building Technician I/II in that it is responsible for supervising planning, organizing, and coordinating the operations and activities of staff at the Permit Center, and for handling the most complex planning, engineering, and building functions.

SUPERVISION RECEIVED AND EXERCISED

The incumbent reports to the Director of Community Development or designee and exercises technical and functional supervision over assigned staff.

ESSENTIAL DUTIES, KNOWLEDGE, AND ABILITIES

Duties may include, but are not limited to the following:

- Selects, trains, coaches and evaluates staff; organizes and directs work ensuring the smooth operation of permit center/customer services.
- Provides direct oversight of all permit functions including proper coordination and review of all applications received; ensures that all permits/applications are processed timely, accurately, and in accordance with established guidelines and procedures.
- Ensures that all permit and entitlement records are kept and maintained as required in hard copy and electronic formats.
- Ensures uniform application of the appropriate codes, rules and regulations; contributes to efforts to streamline processes and bring efficiencies to all operations and processes.

- Coordinates permit/customer center as required with other departments and divisions within the department
- Responds to inquiries from staff and the general public and addresses any concerns or complaints.
- Reviews policies, procedures, regulations, reports and legislations to determine operational changes.
- Implements new technology; oversees enhancements/improvements to existing technology and programs; maintains and improves processes to enhance work efficiency and the delivery of services; development policies and customer service goals.
- Develops and oversees the distribution of information handouts, brochures and web site materials related to the Permit/Customer Center.
- Performs a full range of technical duties in support of the Community Development Department's services and activities in both planning and building services divisions including but not limited to, conformance with the City's building and planning requirements and processes, minor plan checks, issue minor permits, and review and approve plans and accompanying documents on over-the-counter permits.
- Calculates permit and mitigation fees, and provides fee estimates as requested.
- Tracks fee deferrals and bonds related to development projects.
- Access, enter, and update computerized plan check data entry and tracking systems, and provides information to the public relating to the status of projects and permits.
- Prepare reports, memos, and letters pertaining to development review and permitting; collects, records, and balances permit-related monetary transactions.
- Research, compile, and analyze data for special projects and various reports.
- Builds, and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Applicable Federal, State and local laws, regulations and codes relating to urban planning and building sufficient to answer questions and provide information to the public; applicable fire, zoning and related laws and regulations
- Principles and practices of land use and construction permitting.
- Organization and operation of the City and outside agencies involved with development approval and coordination
- Research techniques, resources and sources of information related to Community Development
- Pertinent local, state, and federal building, zoning, engineering, planning codes and regulations as it relates to the permit process
- Maps, construction plans and specifications
- City permit and plan check procedures, rules, regulations, and guidelines
- 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
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures
- 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 to the public, vendors, contractors and City staff, in person and over the telephone

Ability to:

- Know and understand all aspects of the job
- Learn, interpret, apply, and explain advanced local, state, and federal regulations and Standards related to the job
- Understand complex construction plans, maps, and specifications
- Respond to and assist in the resolution of difficult and sensitive development related inquiries and complaints
- Use independent judgment and personal initiative
- Understand, interpret, and explain department program policies and procedures
- Supervise, select, train, motivate, and evaluate the work of assigned staff
- Respond to a wide variety of requests and inquiries from the general public
- Make accurate arithmetic, financial and statistical computations
- Establish, maintain and research a variety of files and records
- Perform detailed, technical and specialized permit support work
- Perform the full range of office and clerical support duties and tasks
- Respond to and effectively prioritize multiple phone calls, walk-up traffic and other requests/interruptions
- Compose correspondence and reports independently or from brief instructions
- Interpret, apply and explain policies, procedures, and project conditions
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work
- Operate modern office equipment including computer equipment and software programs
- Organize own work, setting priorities and meeting critical time deadlines
- Use English effectively to communicate in person, over the telephone and in writing
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines
- Establish and maintain effective working relationships with employees and those contacted in the course of the work
- Meet the physical requirements necessary to safely and effectively perform the assigned duties

Minimum Qualifications:

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 an associate's degree from an accredited college or university in building inspection, urban planning, architecture, landscape architecture, engineering, or a related field **AND**
- Four years of full-time administrative or technical experience that involves extensive public contact preferably related to community development.

GENERAL QUALIFICATIONS**License Requirements:**

- A valid California Class C driver license or higher with a satisfactory driving record is required at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.
- A Permit Technician Certificate from the International Code Council (ICC) is required within six months of appointment.

Physical Requirements

Incumbents appointed to this class must possess mobility to work in a standard office setting; use standard office equipment, including a computer; operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment; occasionally bend, stoop, kneel, reach, climb, and walk; push and pull drawers open and closed to retrieve and file information; occasionally lift, move, and carry objects that typically weigh up to 20 pounds.

Working Conditions

Incumbents appointed to this class work primarily in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances; may be exposed to inclement weather conditions while performing some outdoor duties; may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

FLSA: NE

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.

Adopted: May 2014

Revised: October 2019