

Community Development Technician

Summary

As part of the Community Economic Development team, this position will perform varied technical and complex administrative tasks in building and land use development permitting process, event permitting, business licenses, and other community development complex operations.

Responsibilities include coordination and assistance in the preparation, routing, and issuance of building, land use development, and engineering permits, management and coordination of cemetery operations, and issuance of licenses and permits. This position will perform program support, general and administrative tasks, customer service/front counter support and other administrative operations that require some level of professional discretion.

Reports to: City Manager

Location: On-site, Carnation, WA

FLSA Status: Non-Exempt

Bargaining Unit: Teamsters Local 763

This is a non-exempt position under federal and state wage and hour laws and is eligible for overtime pay. The typical work schedule is Monday-Friday, 8:00 AM to 5:00 PM, but may vary based on the needs of the City. This position offers a competitive hourly wage and benefits package, including health insurance, retirement plan, and paid time off.

Essential Duties and Responsibilities:

Permitting:

- Understand and assist in all aspects of Building, Fire, Planning, and Public Works permitting and administrative processes.
- Support CED staff scheduling meetings, permit reviews, pre-app, and all other relevant encounters.
- Issue permits when the review process is completed, verifying completeness of documents included in the permit packet and calculating final fees due. Notify the applicant of the status of the permit, the final fees due, and the process for collecting payment and issuing permits.
- Respond appropriately to all inquiries from the public and employees via phone, written correspondence, or in person at the permit counter.
- Participate in and assist with ongoing evaluation of the permit process to aid in improving customer service, productivity, and efficiency.
- Manage Business and Event Licenses and permits.

Customer Service:

- Assist citizens, contractors, engineers, developers and business owners with issues related to permitting, basic building codes, permit application completion and submittal, permit costs and other requirements.

- Provide status updates on permit applications to both internal and external customers, maintain a log of applications to track status and follow up on delays to ensure the applications are maintaining review timelines as well as sending out review comments to applicants when review is complete.
- Interpret information, answer inquiries and provide research explaining policies and procedures of the permitting process. Resolve routine questions or problems independently. Direct customer inquiries to appropriate department personnel.
- Perform office management details without referral to or direction from a supervisor. General and other administrative tasks as performed by other technicians as assigned by the supervisor or management staff including customer service, front counter, answering phone calls, cemetery backup support, and administrative functions related to the office work environment.
- Perform other related duties as assigned.

Cost Recovery:

- Process application, collect fees, route documents and verify licenses.

Qualifications

- A Bachelor's degree or 5 years administrative experience in the permitting field or a combination of training and experience that provides the required skills, knowledge and abilities is preferred.
- Permit Technician Certification through ICC or the ability to obtain within one year of hire.
- Experience & familiarity with permit tracking software programs.
- Experience & familiarity with zoning, land use, engineering and building codes.

Skills

- Ability to communicate effectively in English is required.
- Knowledge of City ordinances and code relating to building, land use planning, zoning, community development standards and the environment. Understanding of how the State Shoreline Management Act, State Environmental Policy Act, Growth Management Act, municipal land use, planning and subdivision statutes apply to the permitting and development process.
- Advanced knowledge of the overall operation and purpose of planning, engineering, fire and building departments including what resources each employee provides the public.
- Ability to analyze and diagnose problems as well as research and interpret codes, regulations, standards, plans and specifications, legal descriptions, and various governmental documents.
- Ability to manage in coordination with the City Planner or designee multiple projects concurrently under difficult deadlines.
- Knowledge of zoning, municipal, and administrative codes, and public information processes as well as an understanding of the problems of the applicant.
- Ability to read difficult instructions and maintain written records.
- Advanced computer skills including, but not limited to, Office Suites and current permit tracking program.
- Ability to communicate effectively orally and in writing with architects, contractors, developers, owners, supervisors, employees, and the general public; Ability to establish effective working relationships with staff, clients, elected and appointed officials and the public.

Physical Demands & Work Environment

This role is primarily sedentary. While performing the duties of this job, the role includes sitting in an office environment, using a screen, and walking and standing for periods of time. These physical duties 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. Please contact us if you need reasonable accommodation for the work environment or for the recruitment process.

Equal Opportunity Employer

The City of Carnation does not discriminate in employment based on race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.