

## City of San Rafael Job Class Specification

# Job Title: Permit Services Coordinator

### **SUMMARY**

The primary role of the Permit Services Coordinator is to ensure an efficient and effective customer service experience. Under the direction of the Permit Services Supervisor, this cross-divisional class provides elevated technical permitting and administrative support work associated with front counter, virtual counter, and other associated office tasks in the Community Development Department. This position provides expertise in program elements for the organization; performs a variety of professional and technical level tasks relative to assigned area of responsibility; and performs, as needed, a variety of paraprofessional to professional technical assignments

### **DISTINGUISHING CHARACTERISTICS:**

This class is distinguished from the Permit Technician, , and department administrative staff positions by performing more elevated tasks and duties assigned to these positions, which may include the quality assurance checks related to the acceptance, routing, and tracking of building, planning and land development applications, computer data entry and administration, data monitoring, , preparation of statistical reports, and assisting and directing customers in a cohesive and holistic manner.

### **ESSENTIAL AND IMPORTANT DUTIES:**

- Assist with recommendations related to implementation of goals and objectives;
- Assist the Permit Services Supervisor in defining and implementing policies and procedures.
- Assist with planning, organizing and facilitating the daily functions and operations of the City's front counter general customer area and Permit Center and recommends improvements and modifications.
- Research, compile and prepare permit tracking reports and documentation on program activities; analyze program and recommend corrective action; prepare periodic status reports.
- Provide assistance and guidance to Permit Technician on permit application review, processing, distribution and policy interpretations.
- May issue building permits; determine and collect fees.
- Ensure permit quality assurance and proper tracking and coordination of permit applications.
- Respond to a variety of customer feedback, including complaints from applicants and the general public, redirecting and assisting problematic customers that require additional staff time and assistance.
- Review building permit fees for completeness and accuracy; apply penalties or adjustments per department policy.
- Provide troubleshooting on awkward and unusual permit requests.
- Interpret information for customers about basic construction design requirements, land-use related procedures, zoning and development standards and process information, permit costs, and other procedural issues.
- Provide information to the public regarding the General Plan, zoning, application. procedures and current projects at the public counter, on the telephone or via e-mail.
- Process minor planning and building applications; review business licenses and building permit applications for compliance with planning and zoning regulations.
- Read and interpret blueprints, maps, planning applications, etc. while assisting professional planners and/or responding to general inquiries.

- Serve as permit tracking software administrator for technical staff to unlock files or correct and update data as needed.
- Coordinate with building and code enforcement staff regarding issuing and monitoring of Notice & Orders for resale inspections and un-permitted construction; coordinate and meet with customers to explain corrections and assist in correction process.
- Maintain updated forms and informational handouts and assist in maintaining the Community Development Department website under the direction of the Permit Services Supervisor.
- Assist in administering the residential resale reporting and inspection program; may perform resale inspections.
- Assist in records management program, including oversight of expiring permits.
- Operate blueprint, digital plotter and other office equipment.
- Prepare maps, sketches, renderings and elevations for presentations.
- Assist in the tabulation and completion of survey data and other statistical data in written and graphic form.
- Develop and maintain reports on permit timelines, activities, hours, fees, and other data which tracks statistics and performance.
- Receive and process requests for permit extensions and permit refunds
- Represent function on committees, outside organizations, and at staff subcommittees as necessary; coordinate building construction related activities with other divisions and outside agencies.
- Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform related duties as assigned.

**KNOWLEDGE OF:**

- Municipal zoning, building and engineering functions.
- Simple accounting procedures.
- Industry related terminology and technology.
- Basic applied mathematics.
- Basic office and clerical procedures.
- Computer proficiency, including basic office software and permit tracking software.

**ABILITY TO:**

- Read, analyze and interpret plans.
- Interact and communicate clearly and concisely, both orally and in writing with customers involved with building construction, particularly contractors, architects, developers, engineers and property owners
- Independently perform minor planning and building plan checks reviews for compliance with building and zoning requirements.
- Read maps and construction plans accurately to determine the appropriate review process and plan distribution to City departments, services and utilities
- Prepare reports and data in written and graphic form.
- Organize, track and monitor work in an efficient manner
- Elicit cooperation, mediate conflicts and engage in considerable amount of public contact in explaining the permit process, department policy, and enforcement procedures in a calm, tactful and courteous manner.
- Demonstrate a strong sense of personal ethics along with good professional judgment and discretion.
- Maintain confidentiality.
- Perform calculations quickly and accurately.

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

Any combination of education and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be: Equivalent to completion of an Associate-level degree in applied science such as construction technology, engineering, planning or closely related field and four (4) years of increasingly responsible administrative experience in a public sector development-permitting environment.

**CERTIFICATES, LICENSES AND REGISTRATIONS:**

Possession of a valid CA driver's license.

Possession of a Permit Technician certificate from ICC. Possession of other ICC certificates is desirable.

**LANGUAGE SKILLS:**

Ability to read and comprehend both simple and complex instructions, prepare accurate, detailed, and clear correspondence and reports. Ability to effectively present information, in a one-on-one or group situation, to customers, clients, and other employees of the organization. Ability to speak Spanish is desirable.

**MATHMATICAL SKILLS:**

Ability to calculate figures and amounts such as ratios, formulas, proportions, and percentages.

**REASONING ABILITY:**

Ability to apply common sense understanding to carry out detailed instructions and procedures. Ability to deal with problems involving a variety of variables in situations where state regulations and standardization exists.

**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 the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and 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. While performing the duties of this job, the employee regularly works in indoor conditions and regularly works near video display. The employee is occasionally exposed to moving mechanical parts and outside weather conditions. The noise level in the work environment is usually moderate.

FLSA Status:	Non-Exempt
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