



Senior Permit Coordinator - Engineering

Departments:	Public Works - Engineering	Pay Grade:	NE-31
Bargaining Unit:	AFSCME Council 2	FLSA Status:	Non-Exempt
Revised Date:	January 17, 2023	Reports To:	City Engineer

POSITION PURPOSE: Under general supervision, provides the full range of permit services provided by the Department; receives and processes applications and requests for civil construction activities related to building, engineering and land use applications/permits; assists customers with resolution of questions, complaints, or application problems; explains policies and procedures related to permit process; coordinates with other staff to ensure the smooth processing of relevant permits through to issuance. Performs a variety of clerical and technical support tasks to prepare and maintain records and files.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Accepts and processes electronic applications for water, sewer and right-of-way permits as well as subdivision civil construction applications.
- Enters permit applications into permit tracking systems, assigns plan reviews, verifies current State contractor and City Licenses, collects fees, and issues permits.
- Tracks site performance and maintenance bonds associated with engineering permits and subdivision civil construction.
- Recommends changes to permit tracking systems to improve efficiencies, develop reports and maintain permit records.
- Runs various permitting reports and analyzes data to support Engineering Division staff in their work, including but not limited to, monthly reporting on permit revenue and development fees, weekly reporting on project plan reviews, potential conflicts with street overlays, sidewalk and curb ramp construction, annual transportation impact fee reporting, etc.
- Prepares quarterly billing to the utility companies in the Edmonds Utility Consortium.
- Maintains City website pages related to private development construction requirements and processes.
- Assists the public at the permit counter; receives and responds to telephone and email inquiries from the general public as well as from City Departments.
- Handles administrative functions such as: electronic filing of permits and plans, creating and maintaining handouts and processes, manages project and address files, attends meetings as assigned.
- Checks status of all current applications; organizes and updates project files; verifies review assignments and approvals throughout the permit tracking process.

- Sends out notices regarding expiring applications and expired permits; sends out reminder notices for permit renewals and expiring permits.
- Processes public records requests and coordinates responses with the City Clerk's office; purges files and prepares for State Archiving as required.
- Performs related duties as assigned that are within the scope of the position classification

Required Knowledge of:

- Development related permitting processes, current regulations and codes.
- Basic civil construction concepts, vernacular, and technology.
- Principles of effective customer service.
- Basic mathematical computations adequate to correctly perform work.
- Routine report creation and record keeping processes.
- Structure, organization and inter-relationships of city departments, agencies and related governmental agencies and offices affecting assigned functions.
- Effective oral and written communication principles and practices to include customer service.
- Modern office procedures, methods, and equipment including computers and computer applications.
- English usage, spelling, grammar and punctuation.
- Principles of business letter writing.

Required Skill in:

- Reading and interpreting a variety of plans, specifications, and other materials related to the permitting processes.
- Planning and organizing work to meet schedules and timelines.
- Maintaining required records and producing a variety of routine reports.
- Interpreting and applying federal, state and local policies, laws and regulations related to area of responsibility.
- Utilizing personal computer software programs and other relevant software affecting assigned work.
- Establishing and maintaining effective working relationships with staff, management, outside agencies, community groups, developers and the general public.
- Communicating effectively verbally and in writing, including customer service.

MINIMUM QUALIFICATIONS:

Education and Experience:

High School Diploma/GED Certificate and three years of customer service experience within the civil construction/building trades environment or in a permitting office that includes customer service/public contact and providing office clerical support;

An equivalent combination of education, training and experience which allows the incumbent to successfully perform the essential functions of the position may also be considered.

JOB DESCRIPTION

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Required Licenses or Certifications:

- A Valid WA State Driver’s License and a five-year driving abstract acceptable to the City’s insurance requirements is required for any position that will drive for City business.
- A criminal background check is required following a verbal offer of employment. Criminal history is not an automatic employment disqualifier. Results are reviewed on a case-by case basis.

WORKING CONDITIONS:

Environment:

- Office and construction site environments.

Physical Abilities:

- Hearing, speaking or otherwise communicating to exchange information in person and on the telephone.
- Operating a computer keyboard and various office tools.
- Reading and understanding a variety of materials.
- Bending at the waist, kneeling or crouching, reaching above shoulders and horizontally or otherwise positioning oneself to accomplish tasks.

Hazards:

- Contact with dissatisfied or potentially abusive individuals.

Incumbent Signature: _____ **Date:** _____

Department Head: _____ **Date:** _____