

City of
EDMONDS
Washington

PERMIT COORDINATOR

Department:	Development Services – Building	Pay Grade:	NE-9
Bargaining Unit:	SEIU	FLSA Status:	Non Exempt
Revised Date:	October 2012	Reports To:	Building Official

POSITION PURPOSE: Under general supervision, receives and processes applications and requests for permits; assists the public at the counter with questions and concerns; explains policies and procedures related to permit process; accepts permit applications; routes to appropriate departments; follows up on the applications to ensure smooth process through to issuance and 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.*

- Assists the public at the counter; responds to questions; provides handouts; takes in re-submittals and new permit applications and explains the permitting process and fees.
- Issues building permits, over the counter permits and on-line permits including: residential, mechanical, plumbing and re-roof permits.
- Verifies current State contractor and City Licenses; routes new projects as appropriate; enters information into permit tracking system and assigns to appropriate departments for action; checks fees.
- Handles administrative functions such as: filing of new permits and plans, finalized permits and ready to issue permits.
- Logs in commercial plans, files street files and residential plans and assigns addresses.
- Checks status of all current applications; organizes and updates jobs in plan review room confirming approvals and assigned reviews through the permit tracking system.
- Sends out letters regarding expiring applications, expired applications and expired permits; sends out postcard reminders for permit renewals and expiring permits; processes requests for public records and maintains tracking log.
- Receives telephone inquiries and responds to messages; purges files and prepares for State Archiving; performs monthly building report and distributes as required and attends meetings as assigned.
- Maintains handouts and application at front counter.

Required Knowledge of:

- Development services permitting processes, current regulations and codes.
- Basic building construction concepts and technology.
- Principles of customer service.
- Basic mathematical computations adequate to correctly perform work.
- Standard office procedures and equipment used.
- Routine report creation and record keeping processes.

JOB DESCRIPTION

Permit coordinator

- 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 time lines.
- Performing basic mathematical calculations sufficient to perform assigned responsibilities.
- 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, vendors, outside agencies, community groups and the general public.
- Communicating effectively verbally and in writing, including customer service.

MINIMUM QUALIFICATIONS:

Education and Experience:

High School Diploma/GED Certificate and two years of customer service experience within the building trades environment or in a permitting office that includes customer service/public contact and providing office clerical support; OR an equivalent combination of education, training and experience.

Required Licenses or Certifications:

Valid State of Washington Driver's License.

Must be able to successfully complete and pass a background check.

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 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: _____