

CITY OF OAK HARBOR

JOB DESCRIPTION

Job Title: *Permit Coordinator*
Department: *Development Services*
Reports To: *Development Services Director*
Status: *Non-exempt /Non-union*

Job Summary:

The Permit Coordinator performs, facilitates and helps administer the City's development and building permitting processes and functions as the liaison and communications hub between customers, departmental reviewers, and development services. The position provides front desk customer services, brochures, regulations, forms and information, and coordinates permit reviews through all phases of the development review process to provide premier customer service. Responsibilities include issuing over-the-counter permits, calculating fees, serving as a module administrator for the permit tracking system, and assisting in planning and implementing improvements to the permit coordination process.

Essential Job Functions:

1. Participate in development services staff meetings and assist in day-to-day coordination of development services projects, services, and communications functions.
2. Coordinate tracking and processing of land use development permit applications and be the facilitator and liaison with permit reviewers in each department. This includes responsibility, on behalf of the director, for working closely with reviewers on schedules and requirements.
3. Supply information to customers about development regulations including matters such as zoning, building, land use, engineering, and critical lands. Also provide maps, brochures, regulations, and forms.
4. Serve as a resource about basic construction/design requirements, land use related procedures, development standards, schedules, process information, permit costs, and other procedural issues.
5. Assist the public in completing applications for over the counter building, planning, engineering, and other related permits issued by the Permit Center.
6. Respond to customer, staff, and public inquiries regarding building and development related issues; pull information from the computer tracking system, street files, active files, and archives; and help expedite communications and reviews.
7. Serve as a module administrator for the permit tracking system, prepare and enter data into the tracking program, and track status of development, construction, and other permits.
8. Receive, review for completeness, and process a variety of forms, applications, and plans necessary for development and construction permits.
9. Prepare documentation and various permit, land use and departmental administrative reports.
10. Coordinate and prepare summaries of the status of permit review actions, calculate and collect permit fees, and issue approved permits.
11. Participate in development of permit coordination process improvement functions and perform duties such as assisting in the assessment of customer services, liaison with other city and county permit supervisors and coordinators, and implementation of updated practices and procedures.
12. Establish and maintain effective and cooperative relations with supervisors, City officials and other departments, co-workers, representatives of business and development community as well as the general public. Respond to inquiries using good judgment, tact and courtesy.

Associated Job Functions:

1. Coordinate and perform other development activities such as GIS mapping functions.
2. Perform other duties and responsibilities as assigned.

Performance Requirements (Knowledge, Skills and Abilities):

- Working knowledge of permit documents; plans and specifications; site, building and area maps; local, county, and federal codes and ordinances; shoreline regulations; development standards; and historical files.
- Extensive knowledge of general office, computer, and internet procedures plus familiarity with the general principles of public administration and organization.
- Good oral and written communication skills.

- Knowledge of business English, spelling, grammar, vocabulary, punctuation and mathematics.
- Excellent organization skills and ability to multi-task, be proactive, prioritize and self manage timeliness and work tasks in an open environment with frequent interruptions.
- Outstanding skills and abilities in facilitation, coordination, listening, communication, people, and problem solving skills and abilities.
- Ability to quickly acquire a thorough knowledge of the City's permit process, zoning code, and related regulations and ordinances.
- Ability to quickly acquire a thorough knowledge and develop working relationships with multiple department permit review procedures and reviewers and to coordinate and facilitate permit related review processes.
- Ability to quickly acquire an understanding of the applicant's projects, concerns, issues, and communication styles, as well as property and business related considerations.
- Ability to perform work with a high degree of thoroughness and accuracy due to potential adverse impact on City operations and customer relations.
- Ability to enhance customer focused services and maintain premier customer service.

Working Environment and Physical Demands:

Work is performed in an office setting, which may be stressful. Work requires a normal range of hearing and visual acuity, eye/hand coordination and fine manipulation skills to operate a personal computer, telephone system, and other equipment, as well as the ability to sit or stand for extended periods of time and to walk throughout the facility including climbing stairs, as well as the ability to hear and speak clearly in person and on the telephone.

Experience and Training Requirements:

- High school diploma or GED equivalent, **and**
- Two (2) years college and/or continuing education in planning, building technology, code enforcement, engineering, and permit related subjects, **and**
- Three (3) years of permitting or code enforcement related experience providing technical customer service in zoning and land use, development plan review, planning or building code enforcement in a municipal or public sector environment **with** administrative experience in a high-volume, public oriented office with responsibilities for tracking multi-phase processes or projects.
- Proficient computer operations skills and experience with a variety of software programs including Microsoft products, database and customized programs. Experience with Eden's system parcel management, and permits and inspections modules is highly desirable.
- Valid Washington State driver's license or otherwise establish the ability to perform the job in an equally efficient manner without driving.
- Must pass background and drivers record checks.

A combination of education, training and experience that provides the required knowledge, skills and abilities to perform the essential job functions may be considered.

Established: 4/01

Revised: NWM/HR 10/ 03, HR 7/10, HR 6/11, HR 3/12, HR 2/15

FLSA: Non-exempt

Salary Range: --

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered as an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize work periods, or otherwise balance the workload.