

CITY OF WEST LINN

JOB DESCRIPTION

Job Title: PERMIT COORDINATOR

General Function:

This position performs moderately complex customer service, clerical, accounting and para-technical duties in support and coordination of the building, engineering, planning and other permit center processes. Positions in this classification work under the direction of the Building Official.

Duties and Responsibilities:

(An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks that an employee may be expected to perform)

1. Contributes to a positive work environment.
2. Maintains a positive relationship with contacts specific to them and positions outside the City organization.
3. Provides general zoning, building and related code information and application forms to permit applicants and the general public. Provides guidance in filling out various permit applications and forms, making sure applicants understand the permitting process and the necessary information and attachments required to submit an accurate and complete application.
4. Answers questions regarding building permit and land use requirements at the counter or on the telephone.
5. Processes permit applications by accepting the application, checking for accuracy and completeness, receipting it in, calculating fees, routing to appropriate review staff, monitoring application progress for status reports, and preparing plans and permits for issuance, issues permits from simple, routine to more complex, within scope of authority and responsibility assigned.
6. Maintains accurate and timely records of the permit process; inputs, maintains and compiles a variety of data on permitting activity, such as

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the number of permits by type, valuation, permit fees, review time, problem areas, conditions imposed, actions taken, etc.

7. Recommends changes to codes, rules and regulations based upon common problem areas and special land use development issues.
8. Analyzes permitting system, develops, recommends and implements approved permit system changes to make the processes more efficient and effective.
9. Assures that policies and procedures are followed in the receipt, routing and processing of permit applications.
10. Prepares, maintains and stores records, files and logs information related to permit issuance and inspections, prepares documents and plans for archiving.
11. Assists in the scheduling of requests for field inspections and maintains an inspection activity log. Assists in coordinating the permitting process with Building Official, inspectors, planners, engineers, fire inspectors and other agency staff.
12. In cooperation with the planning, fire, public works, and other departments, monitors the addressing system for both new and existing buildings.
13. Performs research and evaluation of codes and ordinances as assigned and recommends improvements. Researches problems and complaints regarding commercial and residential uses and building permits.
14. Assists in the resolution of complex and sensitive customer service issues, either personally, by telephone or in writing. Maintains records and documents of customer service issues and resolutions.

SPECIFICATIONS:

(Job preparation and prior work experience requirements are minimum standards. Other equivalent combinations of education, training and experience may be considered)

1) Job Preparation:

a) Education:

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- i) Graduation from high school or equivalent GED Certificate supplemented by two (2) years of experience in general construction, land use or a related field or equivalent combination of education and experience.

b) Training:

- i) Specialized skills required, include operation of office equipment such as: computer, calculator, copy machine, multi-line telephone and facsimile machine.
- ii) Must have ability to maintain accurate records and to work independently.

2) Supervision:

Received: Work is performed independently under the direction of the supervisor, who reviews work for results obtained and conformance with established ordinances, building codes, policies and procedures.

Exercised: Supervision of others is not a normal responsibility of this position. May give direction and job skill training to peers, etc., as assigned.

3) Communication:

Communicates frequently with others, one-on-one at the counter. The communications with the general public, other City departments and developers are moderately complex and occasionally confidential. Contacts with other government entities and professionals are occasional.

4) Cognitive Functions:

Work is performed with a moderate level of independence using established and known procedures, with some latitude. Work is routinely verified. Problems needing resolution are moderately difficult, with precedent available. Errors could result in giving citizens inaccurate information, which could cause a loss of credibility with the community and a loss of revenue to the City.

5) Working Conditions:

This position has normal business hours.

6) Resource Accountability:

This position is responsible for the safe operation of various office equipment.

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Records, updates and otherwise maintains a variety of records for reporting.

Persons in this classification may assist with budget preparation and may have an impact of resources.

Responsible for receiving, recording and processing various fees.

The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.