

## CITY OF SPOKANE VALLEY POSITION DESCRIPTION

Class Title: Permit Facilitator  
Department: CD  
Division: Building  
Date: January 15, 2013

Job Code Number: 455  
Grade Number: 12  
FLSA Status: Non Exempt  
Location: City Hall

### **GENERAL PURPOSE:**

Builds working relationships with the public, developers, and contractors by performing a variety of technical, administrative, and clerical tasks resulting in the processing and issuance of City permits.

### **SUPERVISION RECEIVED:**

Works under the direct supervision of the Development Services Coordinator with additional direction provided by the Senior Plans Examiner. May also receive direction from the Building Official, Community Development Director, Senior Development Engineer, or Planning Manager.

### **SUPERVISION EXERCISED**

None.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

This position works in an area having intensive customer support requiring a strong desire to serve the public in a friendly, enthusiastic and professional manner. Establishes and maintains effective working relationships with work group, contractors, developers, architects, engineers, owners, and the general public while performing the following duties to provide a high level of customer service:

Evaluates plans, engineering and permit documents, and other pertinent information at the public counter in order to assist customer through the process and verify completeness of information based on established procedures. Determines permit, plan, and process requirements for prospective applicants; reviews building plans and permit applications for completeness with submittal requirements, policies, and procedures; processes permit applications and plan intake; determines processing needs for projects.

Performs project management function for the administrative process for applications in the technical review process including: tracking and reporting project status to the Development Services Coordinator and/or reviewer supervisors; reporting progress to applicant or applicant's agent; following up on outside agency review status; performing any tasks that assure the project is reviewed and processed smoothly and in a timely manner.

Reviews building plans and permit applications for completeness and compliance with established codes, ordinances, policies, and procedures. Conducts counter plan review of projects in coordination with the Senior Plans Examiner.

Provides information to members of the public/permit applicants regarding building permit requirements, inspection, and general requirements of the permit process; obtains general information from customers regarding permitting needs; assists the public in completing building permit applications; responds to telephone inquiries regarding permits, permit processes, building codes, and other related ordinances and local laws.

Assists, interviews, and obtains information from customers in order to determine their needs; obtains technical and code information from customers regarding permitting needs; informs customers of special requirements and special problem areas such as high fire hazard areas, flood zones, and earthquake zones in order to expedite the permit process.

Processes and issues building, plumbing, mechanical, grading, right of way and other related permits.

Calculates fees based on established fee schedules.

Performs records research in order to document project history compliance; coordinates permit processes with outside agencies to ensure that all permit requirements are being met.

Accurately maintains computer files and other manual logs on all building permits and related documents. Develops and produces reports as requested.

May balance daily permit receipts and prepare appropriate daily reports for submittal to departmental accounting section.

Provides project support by performing code and records research and compiling data.

Recommends changes to processes and procedures by analyzing permitting system; develops, recommends and implements approved permit system changes to make the processes more efficient and effective. Assures that policies and procedures are followed in the receipt, routing and processing of permit applications. Updates counter procedure manual to reflect approved changes to procedures.

Assists in the scheduling of requests for field inspections and maintains an inspection activity log. Assists in coordinating the permitting process with the development services coordinator, building official, inspectors, planners, engineers, fire inspectors and other agency staff.

Researches problems and complaints regarding commercial and residential building permits.

Assists in the resolution of customer service issues, either personally, by telephone or in writing. Maintains records and documents of customer service issues and resolutions.

#### **PERIPHERAL DUTIES**

Assists in assigning addresses for new and existing properties when requested.

Assists with permit and permit process trouble shooting when requested.

Serves as a member of various employee committees, as assigned.

Coordinates work within the Community Development Department and other City staff as well as outside agency staff and completes all work required to discharge the functions of the position.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Education and Experience:**

(A) Graduation from a standard senior high school or GED equivalent, supplemented by two (2) years of post-secondary college or technical training in building technology, engineering technology, land use, urban planning, architecture, public administration, or a closely related field; and

(B) Four (4) years of experience in general construction, engineering technology, land use, or a related field; or

(C) An equivalent combination of education and experience may substitute for the required education.

### **Necessary knowledge, Skills, Abilities and Other Traits:**

(A) Considerable knowledge of State adoption of the International Codes; working knowledge of general land use development and zoning regulations; working knowledge of building code administration; working knowledge of permitting processes; experience with computerized record keeping systems;

(B) Skill in the operation of the listed equipment; and

(C) Ability to establish and maintain effective working relationships with work group, contractors, developers, architects, engineers, owners, and the general public; ability to read and understand plans and blueprints; ability to communicate effectively orally and in writing; ability to work under stressful conditions and with frequent interruptions.

(D) A key value of the City is customer service. This position requires considerable knowledge, ability and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors. It requires the ability to effectively meet and deal with the public; the ability to handle stressful situations; the ability to greet and respond to customers in a friendly, pleasant and professional manner using appropriate inflection, grammar and syntax; a desire to make the permit process a positive experience for the customer, must have empathy for the customers situation and speak and present information in a way the customer can understand, the ability to establish and maintain effective working relationships with employees, supervisors, and the general public; the ability to maintain a professional, courteous, and pleasant demeanor in difficult and stressful situations; and the ability to diplomatically deal with difficult people. A willingness to expend extra effort to help the public find answers or information relative to their inquiry or complaint is expected.

## **SPECIAL REQUIREMENTS**

(A) ICC certification as a Residential Plans Examiner.

(B) A valid WA driver's license or ability to obtain one upon employment.

## TOOLS AND EQUIPMENT USED

Personal computer, including word processing and permitting software; calculator; pencil; scales; copy and fax machine; phone.

## 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 this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

While performing the duties of this job, the employee is frequently required to stand or sit; walk; talk or hear; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move 35 and up to 50 pounds. Specific vision abilities required by this job include close vision, and the 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.

The noise level in the work environment is usually moderately quiet with periods of increased noise levels due to multiple customers being served at the same time.

Work environment may include multiple distractions. Employee must be able to complete tasks accurately and efficiently while maintaining professional demeanor.

## SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job 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.

Approval: \_\_\_\_\_  
Human Resources Manager

Approval: \_\_\_\_\_  
City Manager

Effective Date: December 4, 2012

Revision History: