

## CITY OF SPOKANE VALLEY POSITION DESCRIPTION

Class Title: Permit Specialist  
Department: CD or PW  
Division: Varies  
Date: May 13, 2003

Job Code Number: 370  
Grade Number: 11-12  
FLSA Status: Non Exempt  
Location: City Hall

### GENERAL PURPOSE

Performs a variety of routine and complex clerical, administrative and technical work in the processing and issuance of a variety of City permits.

### SUPERVISION RECEIVED:

May work under the general supervision of the Building Official, Community Development Director, Public Works Superintendent, City Engineer, or Public Works Director as assigned.

### SUPERVISION EXERCISED

None.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Provides general building, public works and related code information and application forms to permit applicants and the general public, and 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.

Answers questions regarding building codes and requirements at the counter or on the phone.

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 simple, routine permits within scope of authority and responsibility assigned.

May process applications for some or all of the following types of public works permits: channelization, striping, signing, curb cut, access, street use, obstruction, sidewalk, flood zone controls, oversized load moving , hauling, clearing and grading, landscape irrigation, storm drainage, special events, etc.

Maintains accurate and timely records of the permit process; inputs, maintains and compiles a variety of data on permitting activity, such as the number of permits by type, valuation, permit fees, review time, problem areas, conditions imposed, actions taken, etc.

Recommends changes to codes, rules and regulations based upon common problem areas and building issues.

Analyzes 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.

Prepares, maintains and stores records, files and logs related to permit issuance and inspections; prepares documents and plans for microfilming.

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.

In cooperation with the planning, fire, and other departments, creates, establishes and monitors the addressing system for both new and existing buildings.

Researches problems and complaints regarding commercial and residential buildings, building construction and code compliance.

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 assigned addresses for new and existing properties.

Provides general zoning and land use code information and application forms to permit applicants and the general public.

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

Coordinates work with the department Administrative Assistant, other Permit Specialists, and performs those duties as required.

#### 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) Two (2) years of experience in general construction, engineering technology, land use, or a related field; or

(C) Any equivalent combination of education and experience. Additional experience may substitute for the required education on a year for year basis.

Necessary knowledge, Skills, Abilities and Other Traits:

(A) Considerable knowledge of Uniform Building Codes; Working knowledge of general land use development and zoning regulations; Working knowledge of building administration; Working knowledge of permitting processes; Considerable knowledge of manual and computerized record keeping systems;

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

(C) Ability to establish effective working relationships with contractors, develops, architects, engineers, owners, and the general public; ability to read and understand complicated 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; 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 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; ruler; copy and fax machine; phone; mobile or portable radio.

## 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 up to 10 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.

#### 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:

Revision History: