

CITY OF SPOKANE VALLEY POSITION DESCRIPTION

| | | | |
|--------------|--------------------------|------------------|------------|
| Class Title: | Senior Permit Specialist | Job Code Number: | 445 |
| Department: | Community & Public Works | Grade Number: | 14 |
| Division: | Building | FLSA Status: | Non-Exempt |
| Date: | May 16, 2023 | Location: | City Hall |

GENERAL PURPOSE

Plans, organizes, directs and evaluates work activities involved in issuing and accepting applications for development related and right-of-way permits.

SUPERVISION RECEIVED

Works under the general supervision of the Development Services Coordinator.

SUPERVISION EXERCISED

Serves as a lead worker. May provide functional supervision to Permit Specialists, Permit Facilitators, and other staff as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Serves as a lead worker over Permit Specialist and Permit Facilitator staff; provides leadership and direction in the daily operations of the permit center; ensures the flow of work within the permit center is completed in accordance with established procedures; coordinates permit center activities with other divisions, departments and agencies as required.

Oversees the approval process of complex permit applications, especially for commercial building permits. Coordinates pre-application conferences; serves as staff liaison between the applicant, consultants, City staff and other agencies; organizes information of a professional and/or technical nature.

Oversees the effective use of the automated permitting system; develops, recommends and implements approved permit system changes to make processes more efficient and effective; works with information technology staff or consultants to make operating revisions to the system in a timely manner; trains staff on the system.

Provides general building, zoning, land use and related code information and application forms to permit applicants and the general public, and provides guidance in completing them.

Provides technical support and assistance to applicants, consultants and staff from the City and other agencies on procedural information, submittal requirements, code interpretations and solutions to site-specific problems.

Screens, reviews and approves construction and land use plans and applications accepted by staff for consistency of code interpretations, submittal requirements, and technical information provided to the applicant.

Provides detailed and accurate information regarding the existence, location, type and extent of public improvements such as street, sewer hydrants, water mains and services, sidewalk, curbs, pavement and others.

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 and actions taken.

Responds to customer complaints and inquiries, and resolves customer service issues, either personally, by telephone or in writing; maintains records and documents of customer service issues and resolutions.

Prepares and oversees the maintenance and storage of records, files and logs related to permit issuance.

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

PERIPHERAL DUTIES

Performs plans examination duties in a back-up capacity.

Assists in assigned addresses for new and existing properties.

Serves as a member of various staff committees as assigned.

Performs other similar and related duties as assigned.

MINIMUM QUALIFICATIONS

Required Qualifications

- A. Graduation from a standard senior high school or GED equivalent, supplemented by two (2) years of post-secondary college or technical instruction in building technology, architecture, urban planning, construction management, mechanical, plumbing or building instruction; and
- B. Five (5) years of experience in general construction or related fields; or
- C. Any equivalent combination of education and experience which would demonstrate the individual's knowledge, skill and ability to perform the essential duties and responsibilities listed above.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES

- A. Considerable knowledge of International Codes; working knowledge of general land use development and zoning regulations; working knowledge of building

administration; considerable knowledge of manual and computerized record keeping systems.

- B. Knowledge of City-zoning ordinances, building codes and specialized regulations related to a variety of permits; familiarity with standards and specifications for street and sewer improvement plans.
- C. Ability to establish effective working relationships with employees, contractors, developers, architects, engineers, owners, and the general public; ability to read and understand complicated plans and blueprints; ability to communicate effectively verbally and in writing.
- 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 the 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

Must possess a valid State driver's license or have the ability to obtain one prior to employment;

Minimum certification at the time of employment: at least one ICC Certificate verifying technical abilities in Inspection or Plans Examination.

TOOLS AND EQUIPMENT USED

Personal computer and associated office software, including word processing and spreadsheet; automated permitting software; general office equipment.

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

The functions are mostly sedentary but may involve some amount of time standing, stooping, kneeling, bending, lifting, walking, carrying, and reaching, while filing and other duties. Some outdoor work is required in the inspection of various land use developments, construction sites. Hand-eye coordination is necessary to operate

computers and various pieces of office equipment. Extensive wrist and hand movements related to computer keyboard, calculator, 10-key, copier, and typewriter work.

Employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust and 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.

While performing the duties of this job, the employee occasionally works in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, or airborne particles.

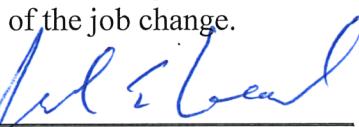
The noise level in the work environment is usually quiet in the office, and moderate in the field.

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 Director

Approval: 
City Manager

Effective Date: May 16, 2023

Revision History: Established - August 9, 2005

Updated – May 16, 2023