



July 2021
FLSA: Non-Exempt

COMMUNITY DEVELOPMENT PERMIT COORDINATOR

DEFINITION

Under general direction, to perform complex, advanced level, administrative support in coordinating, implementing, and maintaining services and activities of the Community Development Department related to the intake of plan/project submittals, fee calculations, issuance of permits, over-the-counter plan review, and coordination of plan review with other Town departments; and perform other related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Community Development Director. No direct supervision of staff is exercised.

CLASS CHARACTERISTICS

This position is a working-level classification performing a wide variety of routine and complex community development related work. Incumbents serve to relieve the Community Development Director of performing technical and administrative work and are expected to function with very little direct oversight. Successful performance of the work requires the interpretation and application of policies, procedures and regulations and may involve frequent contact with the public, as well as performing various research and monitoring functions.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Perform a full range of technical duties in support of the Community Development Department's services and activities.
- Assist's the public and applicants to understand and comply with Town building and planning requirements and processes; responds to procedural inquiries, answer questions and provide related information.
- Review and process non-complex land use entitlement (ex. landscape plans, administrative permits, home occupation permits, minor site plan review permits, etc.) and building permit applications via field inspection of proposed project site and coordination with Town departments and outside agencies.
- Ensure timely processing of permits; monitor the progress of permit approvals.
- Accept and review permit applications, plans, and supporting documents for completeness, conformance with legal standards, and compliance with Town requirements; input information into computer system; route plans and information to appropriate Town departments and consultants.
- Conduct building plan reviews for routine building permits; review building permit fees; verify address on new projects; complete planning and building site review approval process on site plans; review and approve plans and accompanying documents on over-the-counter permits.
- Perform plan checking for zoning code and Town adopted project conditions compliance including plan checks for commercial and multi-family dwellings.

- Assist plan checkers with permit review processes and project approvals. Prepare permit fees; calculate and produce fee estimates on assigned projects.
- Compile research data, field observations, etc. and prepare staff reports and summaries related to assigned activities including those for the Department Director, outside agencies, other Town departments, and other agencies as required.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organization, procedures, and operating details of the Community Development Department including the Planning and Building Divisions
- Applicable codes, regulations, policies, guidelines technical processes and procedures related to a community development department.
- Principles and practices used in planning processes of Town government organization, functions, and policies.
- Town ordinances, codes, and regulations pertaining to assigned area of responsibility including those pertaining to permit approval.
- Customer service techniques, letter writing and basic report preparation practices.
- Modern office procedures, methods, and equipment including computers and standard word processing and spreadsheet applications.
- Business arithmetic and basic statistical techniques.
- Basic principles of record keeping.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Perform responsible and technical work involving the use of independent judgment and personal initiative.
- Provide varied, responsible administrative support work requiring the use of independent judgment, tact and discretion.
- Understand, interpret, and effectively explain Town policies, procedures, fees, and planning, zoning, and building ordinances, codes, and regulations to the public, permit applicants, and Town staff.
- Read and understand common, “drawn to scale” building construction and site improvement plans, and maps, etc.
- Organize and maintain a variety of files and records including those pertaining to permit approvals.
- Coordinate and monitor the progress of permit approvals through Town departments and outside agencies.
- Respond to a wide variety of requests and inquiries from the public.
- Organize, maintain, and update office database and records systems.
- Quickly learn and use new skills and knowledge due to rapidly changing information and/or technology.
- Analyze data and situations and draw logical conclusions.
- Develop creative alternatives to problem solving and conflicts.

- Make accurate arithmetic, financial and statistical computations.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use good judgment to recognize when a problem or issue is beyond the Technician's scope of responsibility or knowledge.
- Learn and understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Two years of increasingly responsible technical, or public contact experience preferably in the local government building, engineering, planning services or related field.

Required minimum education shall be equivalent to the completion of high school or GED supplemented by one or two years of college level course work in building technology, construction management, planning, engineering, architecture, or a related field. Applicants with associate degree in related field and/or planning certificate preferred.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.
- Certification by the International Code Conference (ICC) as a Permit Technician or in one or more building-related technical codes and/or college awarded planning certificate (or equivalent) is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, to visit various Town and meeting sites and to inspect various residential sites; vision to read printed materials, a computer screen, and to perform inspections; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.