

City of Oregon City

Position Description

Position: Permit Coordinator	AFSCME Union
Department/Site: Community Dev./Building Division	FLSA: Non-exempt
Evaluated by: Building Official	Salary Grade: 31

Summary

Processes building and environmental health permit applications by reviewing documents for compliance with applicable codes, regulations, laws, and internal policies and procedures. Informs and educates applicants to the permit process. Determines and collects fees. Monitoring permits-in-progress to assure compliance with notifications and timelines. Administers street addressing by assigning, changing, and otherwise maintaining the system.

Distinguishing Career Features

The Permit Technician is the first in a two-tiered career path governing customer service for planning and building services. The Permit Technician is also an experienced position. Advancement to permit Technician requires the ability to administer a street addressing system and process permit applications and fees. Advancement to Permit Coordinator requires certification, the ability to analyze and process the widest range of transactions, and to lead a small team in customer service.

Essential Duties and Responsibilities

- Evaluates workload, prioritizing and assigning work to Technicians and others as appropriate.
- Oversees and accepts complicated building and land use permit applications, verifying documentation, feasibility, and compliance with special requirements of the property. Verifies application elements such as plot plans, setbacks, land use and supplemental permits.
- Explains the permit process to prospective and current applicants, including the applicable codes and regulations governing development, the sequence of activities in the permit approval process, and the timelines to expect for key decisions and final approval.
- Reviews plans and proposals for compliance with permit, land use, and code requirements.
- Provides regular and routine instruction to team members on codes, regulations, policies and procedures. Conducts in service education of Technicians and other to assure consistency in permit processing.
- Conducts research of prior building and land use actions, documentation, and legal status of property to provide explanations, advice, and solve problems with customers.
- Prepares fee and activity schedules for permit applicants. Determines the appropriate fees from a pre-determined schedule.

- Sets up field inspection schedules, accompanying documentation, and fee or action instructions as required.
- Processes accounts payable, refunds and other customer-based financial transactions.
- Conducts research of prior building and land use actions, documentation, and legal status of property to provide explanations, advice, and solve problems with customers.
- Coordinates, maintains, and monitors the City's addressing system for new and existing buildings. Assigns and/or change addresses and street names. Prepares the City address book for distribution to other agencies, companies and individuals.
- Responds to telephone and in-person inquiries that have been directed by others for information, problem solving, and/or research concerning documentation or action on property.
- Monitors timelines and prepares and issues notices of expired permits.
- Analyzes the permit processes and timelines and suggests ways to enhance efficiency.
- Verifies the completeness of approved transactions, accepts fees for services, and issues and explains completed permits to customers. Responds to mail-in permits from out-of-town customers.
- Sets up and maintains files and data including statistical data on permitting activity.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

The position requires in-depth knowledge of codes, regulations, and laws governing building and land use. Requires in-depth knowledge of the permitting process steps and special policies, practices, technicalities, and work methods for the department. Requires a basic working knowledge of the role of structural, mechanical, electrical, plumbing inspections in the permitting process. Requires sufficient knowledge of and skill in English grammar and composition, to prepare routine correspondence in business and/or legal formats. Requires knowledge of and skill at using personal computers, common office productivity software, and databases to access and enter information. Requires sufficient human relations skill to communicate standard yet technical information, to employ specific lines of inquiry, to resolve problems, and to maintain harmony in a work setting.

▪ **Abilities**

Requires the ability to carry out the essential functions of the position. Requires the ability to learn, interpret and apply processes, codes, regulations, and laws governing building and land use. Requires the ability to learn and apply knowledge about the building inspection process. Requires the ability to lead a small team. Requires the ability to operate a personal computer and peripheral office equipment. Requires the ability to work cooperatively with senior citizens. Requires the ability to work as contributing member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the City. Requires the ability to resolve customer service problems in a positive manner. Requires the ability to organize

and prioritize work assignments to optimize service level in a high volume environment.

- **Physical Abilities**

Requires the ability to function primarily indoors in an office environment engaged in work of primarily a sedentary nature. Requires sufficient ambulatory ability to move about to office locations. Requires auditory ability to carry on ordinary and telephonic conversation. Requires near visual acuity to read detailed maps, drawings, other printed material, computer screens, and observe physical layouts. Requires manual and finger dexterity to write and to operate microcomputers and other office equipment. Requires the ability to alternatively sit and stand for sustained periods of time to deliver presentations, perform counter work.

- **Education and Experience**

The position typically requires a high school diploma and five years of progressive experience in administrative support and customer service, preferably in a planning, building, or engineering area. Additional higher education in building inspection or planning may substitute for some experience. Requires Permit Technician Certification.

- **Licenses and Certificates**

May require a valid driver's license. ICBO Permit Technician certificate.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.