

CITY OF SIMI VALLEY

PERMIT SERVICES COORDINATOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general direction, plans, organizes and supervises the construction plan submittal, approval and permit issuance process; provides case management of complex building construction applications; supervises and coordinates the provision of efficient and effective service delivery to customers; supervises and directs the work of assigned staff; and performs related duties as assigned.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Manage and oversee the building construction application approval process, issuance of permits, plan submittals, plan processing, and fee assessment and payment processing.
2. Supervise and coordinate the provision of efficient and effective service delivery to customers; handle difficult and complex customer service situations; identify and recommend opportunities for improving service delivery methods and procedures.
3. Ensure timely processing of plans, permits and applications; manage and coordinate the routing and tracking of plans to various departments and outside agencies for required reviews and clearances; perform follow-up phone calls to ensure timeliness of response from other departments and agencies.
4. Provide case management of complex building construction applications; confer with project owners and design professionals regarding state and local code requirements and obtaining multi-agency application approvals.
5. Monitor and ensure completion of the zone clearance process; coordinate plan approvals with internal departments and outside agencies including Public Works Department, Police Department, County Fire Department, County Health Department, and County Flood Control.
6. Participate in the selection of assigned staff; provide or coordinate training; direct, coordinate and review the work of assigned staff; monitor work flow; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems and correct deficiencies; implement discipline procedures.
7. Recommend, develop and implement goals, objectives, policies and procedures for the assigned work unit; project future costs and recommend appropriate fee adjustments.
8. Review and approve proposed street addresses for planned construction projects.
9. Monitor and maintain computer applications and tracking systems; coordinate improvement and upkeep of information systems, databases, scanning and imaging systems.
10. Develop, update and maintain information and pamphlets provided to the public at the front counter and online.

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11. Attend and participate in professional group meetings; stay abreast of new trends, innovations and laws affecting the building plan submittal and approval process.
12. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Principles and practices of front counter coordination for assigned work unit.
Principles and procedures of supervision, training and performance evaluation.
Building-related codes and ordinances enforced by the City, including the International Code Council (ICC) building, electrical, plumbing and mechanical codes.
Methods and practices of all phases of commercial and residential construction.
Principles and practices of building technology, code regulations, and other related studies.
Mathematical principles required to determine electrical load, plumbing pipe sizing, and various architectural calculations.
Basic cost accounting and preparation of invoice type documents.
Development and application of fee structures and collection methods.
General principles and practices of regulatory compliance.
Methods and techniques of technical research.
Pertinent federal, state and local laws, codes and regulations.
Basic administrative maintenance of Accela Permits Plus software, including fee calculation and scripting.
Modern office procedures, methods, computer equipment and related software applications.
English usage, spelling, grammar and punctuation.
Principles and procedures of record keeping.
Principles and practices of report preparation.
Effective oral and written communication methods and skills.

Ability to:

Manage and coordinate front counter operations and activities for assigned work unit.
Provide training to staff.
Respond to and resolve difficult and complex complaints, requests and inquiries from the general public.
Read and interpret building plans and specifications.
Interpret and apply building codes and regulations.
Interpret and apply regulatory code requirements and processes.
Compile statistics and prepare reports and spreadsheets.
Explain building or regulatory codes to the public, both verbally and in writing.
Conduct technical research.
Identify problems and recommend solutions.
Implement new and updated programs and procedures.
Oversee multiple projects, tasks, and priorities to achieve desired goals.
Communicate clearly and concisely, both orally and in writing.
Operate office equipment including computers and related software applications.
Maintain accurate electronic and manual records, logs and databases.
Prepare clear and concise reports and correspondence.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in civil engineering, code compliance, planning, architecture, construction management or a related field.

Experience:

Four years of increasingly responsible experience in community development permitting. Previous related public counter experience is desirable.

License or Certificate:

Possession of, or ability to obtain within one year from date of hire, an International Code Council (ICC) Permit Technician Certificate.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Office and public counter setting; exposure to computer screens.

Physical: Sufficient physical ability to work in an office setting and operate office equipment; walking, standing, or sitting for prolonged periods of time; performing moderate or light lifting and carrying.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction.