



Permit & Administrative Specialist

City of Kenmore

SUMMARY

Manages, compiles, and inputs information using a variety of applications and programs. Performs duties while abiding by applicable codes, regulations, laws, and internal policies and procedures. May receive, process, and manage customer service requests. Performs a variety of confidential administrative support duties for the Department. Because of the small number of City employees, each staff member is expected to perform a wide range of office and field duties as may be required from time to time.

ESSENTIAL DUTIES AND RESPONSIBILITIES

General Duties

- Manages and inputs information onto relational databases. Updates information and maintains data files. Accesses relational databases such as those for business transactions, planning, customer service requests, work orders, public works, and accounting to extract information and create standardized reports.
- Maintains and develops spreadsheets for budget tracking and other purposes.
- Compiles information from existing information systems and resources and reports. Organizes information to fit into requested formats. Prepares and maintains regularly required reports with established forms used by internal staff and external agencies.
- Receives, handles, and stores confidential information pertaining to the Department. Maintains confidentiality of private and sensitive information.
- Performs other duties as assigned that support the overall objective of the position.

Tasks Specific to Public Works Engineering

- Accepts permit applications, and verifies application elements for completeness such as site plans, construction plans, and supplemental documents.
- 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.
- Coordinates application review and issuance of permits, including acting as conduit of information between City and utilities and vice versa.
- Prepares fee and activity schedules for permit applicants. Determines the appropriate fees from a pre-determined schedule.
- Maintains and updates permit activity in City's utility permit management system (currently iWorQ).
- Manages and processes quarterly billing for franchise utilities.
- Monitors application timelines and prepares and issues notices of expiring permits.

- Sets up and maintains electronic files and data including reports and statistical data on permitting activity. Maintains, updates, and organizes permit records filing system.
- Manages Citizen Action Requests; receives, inputs, distributes, and follows up/closes out requests.
- Provides administrative support for capital projects including: assists with preparing letters and mailers; provides support at public open houses; record, process, and distribute meeting minutes; and update Department/project webpages. Supports all phases of a project, from design to close out. Attendance at some night meetings will be required.
- Assists with public works code enforcement. Tracks issues, prepares letters, and assists in processing fees.
- Assists in tracking and reporting of project/program budgets including invoice processing for consultant, construction, interlocal agreement, material, and utility invoices.

Tasks Specific to Public Works Operations Division

- Receives, inputs, assigns, processes, and manages customer service requests.
- Oversees and trains assigned Department routers including creation of and updates to Department Router Guide.
- Manages service request input system including online form and internal tracking system (currently Centricity and Cityworks).
- Creates instructions, processes, and best practices associated with service requests.
- Sets up and maintains files and data including reports and statistical data on service requests.
- Invoice processing: Receives, verifies, codes, processes, approves, and documents invoices for equipment, supplies and services purchased by the department. Assists with purchasing and other financial processes. Research, tracks, and completes various purchases, account transfers and opening or closing of accounts and services. Uses financial system to access payment information (currently Tyler InCode).
- Receives, reviews, processes, schedules, and confirms reservations for Moorlands Park Athletic Field.
- Receives, reviews, processes, schedules, and confirms reservations for City Hall room rentals.
- Chairs the Customer Service Committee including preparing meeting agendas, taking meeting notes, steering committee duties, updating, adding, and publishing new content to the Customer Service Handbook.
- Notifies stakeholders, updates content, and receives and answers inquiries regarding bi-annual community recycling events.
- Serves on the Code Red Committee for the emergency management communication system. Reviews and implements process for sending alerts and standard message content to community through online system (currently Code Red).
- Oversees maintenance of City fleet vehicles including notifying staff of maintenance appointments, creating reservation calendars, and assisting in staff inquiries and maintenance concerns, tracking maintenance, and maintaining fleet records.
- Manages and processes claims for damages to City property as a result of auto accidents. Compiles costs and submits to insurance for reimbursement.
- Provides back-up support for Franchise Utility Right of Way Permits including processing permit applications, receiving job starts, issuing permits, and corresponding with utilities. Includes use of permit tracking system (currently iWorq).
- Provides back-up support for Utility Locate Requests including intake, and data entry into locate tracking system (currently Cityworks).

- Provides administrative support for tracking and documentation of maintenance and repair activities and projects, contract administration, and weekly on-call staff email. In addition, preparing letters and mailers, recording meeting notes, ordering supplies and equipment, and completes various tasks associated with supporting the Public Works Operations Crew.

Tasks Specific to Public Works Environmental Services Division

- Receives, inputs, assigns, processes, and manages customer service requests.
- Manage utility locate requests daily, including email intake, review requests for stormwater infrastructure for conflicts, communication with requestors, and data entry into locate tracking system (currently Cityworks).
- Invoice processing: receives, verifies, codes, processes, approves, and documents invoices for equipment, supplies and services purchased by the Department. Assists with purchasing and other financial processes. Research, tracks, and completes various purchases for Department needs. Uses financial system to access payment information (currently Tyler InCode).
- NPDES Reporting: assists with maintaining tracking system(s) for various components of the NPDES Permit and contributes to NPDES Annual Reports.
- Private facility maintenance coordination: partners with Environmental Services Technician to review facility sketches for Maintenance Correction Letters. Prepares bi-weekly mailings to recipients. Updates tracking spreadsheet and software to reflect review dates (currently Excel and CityWorks).
- Participate in outreach & education programs as needed.

QUALIFICATIONS

Knowledge, Skills and Abilities:

- Working knowledge of codes, regulations, laws, processes, steps, special policies, practices, technicalities, and work methods for government functions.
- Attention to detail as well and ability to see the big picture
- 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 including, but not limited to, Tyler InCode, Granicus, Cityworks, iWorq, and iCompass.
- Sufficient interpersonal skills to communicate standard yet technical information, to employ specific lines of inquiry, to resolve problems, and to maintain harmony in a work setting.

Abilities:

- Ability to carry out the essential functions of the position.
- Ability to learn, interpret, and apply processes, codes, regulations, and laws pertaining to local government.
- Operate a personal computer and peripheral office equipment.
- Resolve customer service problems in a positive manner.
- Work cooperatively and proactively with customers.
- 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.

- Organize and prioritize work assignments to optimize service level.
- Ability to function primarily indoors in an office environment.
- Sufficient ambulatory ability to move about to office locations.
- Auditory ability to carry on ordinary and telephonic conversation.
- Near visual acuity to read detailed maps, drawings, other printed material, computer screens, and observe physical layouts.
- Manual and finger dexterity to write and to operate other office equipment.
- Ability to alternatively sit and stand for sustained period.

Education and Experience:

- The position typically requires a high school diploma and
- Three years' progressive experience in administrative support and customer service, preferably in government setting or public service setting.
- Any equivalent combination of experience and training that demonstrates the required knowledge, skills, and abilities may be considered.

Licenses and Certificates

- May require a valid driver's license.

ADDITIONAL INFORMATION

- Work Environment – Work performed will primarily take place indoors in an office environment. Position will require periods of repetitive motion, standing and sitting.
- Hours of Work –City Hall working hours are typically 8:30 a.m.-5:00 p.m. This position is eligible for a partial teleworking arrangement. This position is required to be available for evening hours to attend or present in-person at City Council meetings as-needed, or attend in-person, evening or weekend meetings when necessary.

OTHER ITEMS AND ADVANTAGES OF WORKING FOR THE CITY OF KENMORE

- This position is eligible for healthcare benefits, retirement plans, paid holidays, vacation, sick leave and more!
- The City does not participate in Social Security and participates in a 401(a) retirement plan in lieu of Social Security.
- Kenmore is located on the north shore of Lake Washington and has over seven miles of waterfront along the lake and the Sammamish River.
- Kenmore is a first-ring suburb of Seattle and is equi-distant to downtown Seattle, downtown Bellevue, Microsoft headquarters in Redmond, and Boeing and Paine Field in Everett.
- City Hall is in the heart of Kenmore's downtown and is within walking distance of many local businesses, restaurants and parks!

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.

Department: [department]
FLSA: Non-exempt

City of Kenmore
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