



Senior Permit Coordinator

City of Kenmore

SUMMARY

Processes and manages a variety of City building, land use, and special event permit applications and provides administrative and technical support to other City departments involved in the permitting process. A primary difference between the Permit Coordinator and Senior Permit Coordinator is that the Senior position has a substantial understanding of the processes and applicable codes, regulations, laws, internal policies and procedures, and proactively identifies and employs process improvements. The Senior Permit Coordinator possesses the capability, skills, and education and/or experience, to take a lead role within the Department. The Senior Permit Coordinator manages, supervises, and mentors a part-time Permit Coordinator. In this role, the Senior Permit Coordinator informs and educates applicants on the permit process and serves as the first point of contact to customers seeking zoning and permitting information. 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

- Accepts permit applications, verifying documentation, feasibility, and compliance with special requirements of the property. Verifies application elements for completeness such as site plans, construction plans, land use, and supplemental documents. Schedules and manages development review meetings.
- Coordinates reviews and tracks permits and land use applications.
- 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.
- Prepares fee and activity schedules for permit applicants and Council approval. Determines the appropriate fees from a pre-determined schedule.
- Updates and tracks a variety of electronic and paper files, records, applications, reports, and technical documents.
- Maintains tracking software for applications, issued permits, and land use applications. Serves as administrator of the permit tracking software and liaison to the permit tracking software system. Services as the MyBuildingPermit.com (MBP) program team representative.
- Conducts research of prior building and land use actions, documentation, and legal status of property to provide explanations, advice, and solve problems with customers.
- Maintains, monitors, and administers the City's addressing system for new and existing buildings. Administers street addressing by assigning, changing, and otherwise maintaining the system in coordination with the Fire Department.

- Serves as the primary contact for most Development Services related inquiries and responds to telephone and in-person customer questions for information, problem solving, and/or research concerning documentation or action on property.
- Monitors application timelines and prepares and issues notices of expiring permits/applications.
- Analyzes the permit processes and timelines and suggests ways to enhance.
- Maintains confidentiality of work-related issues, client records, and City information.
- Processes regulatory business licenses in coordination with the Police Department.
- Sets up and maintains files and data including reports and statistical data on permitting activity. Maintains, updates, and organizes permit records filing system.
- Responds to reporting requests from outside agencies.
- Performs other duties as assigned that support the overall objective of the position and the needs of the organization.
- Responds to reporting requests from outside agencies, including, but not limited to: King County, Census, Office of Financial Management, Puget Sound Regional Council.

QUALIFICATIONS

Knowledge & Skills:

- Working knowledge of codes, regulations, and laws governing building and land use.
- Working knowledge of the permitting process steps and special policies, practices, technicalities, and work methods for the Department.
- Sufficient knowledge of and skill in English grammar and composition to prepare routine correspondence in business and/or legal formats.
- Knowledge of and skill at using personal computers, common office productivity software, and databases to access and enter information.
- 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.
- Provide excellent customer service to both internal and external customers.
- Enter information into a computer system with speed and accuracy.

Abilities:

- Carry out the essential functions of the position.
- Learn, interpret, and apply processes, codes, regulations, and laws governing building and land use.
- Operate a personal computer and peripheral office equipment.
- Resolve customer service problems in a positive manner.
- Work as a 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.
- Meet schedules and timelines by planning and organizing varied work assignments with competing and conflicting timelines.
- Review and make judgements regarding special and/or uncommon permit requests.
- Ability to establish and maintain effective working relationships with other staff, agencies, elected officials, and the public.
- Function primarily indoors in an office environment.
- 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 microcomputers and other office equipment.
- Requires the ability to alternatively sit and stand for sustained periods of time and perform counter work.

Education and Experience:

- The position typically requires a high school diploma or GED equivalent and
- Five years of progressively responsible permit technician and customer service experience, in a planning, building, or engineering field.
- Any equivalent combination of experience and training that demonstrates the required knowledge, skills, and abilities may be considered.

Licenses and Certificates

- Must possess an International Code Council (ICC) Permit Technician certification or obtain certification within two (2) years of appointment.

ADDITIONAL INFORMATION

- Work Environment – Work performed will primarily take place indoors in an office environment.
- Hours of Work – City Hall working hours are typically 8:30 a.m.-5:00 p.m. This position may be 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: Development Services

FLSA: Non-exempt

City of Kenmore

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