

City of Newcastle

CLASSIFICATION DESCRIPTION

Title	Development Services Coordinator	Date Revised	August 2019
Department	Community Development	Job Classification	Non-Represented
Reports To	Community Development Director	Yearly Salary Range	See Budget Book
Supervises	N/A	FLSA Status	Non-Exempt

GENERAL FUNCTION

Under general supervision, performs technical duties in support of the Community Development and Public Works Department work groups including: providing assistance to customers and the public with the permitting process, answering routine permit inquiries; providing related administrative services; processing invoices, monitoring application fund balances, and assisting in permit data collection; reviewing, in-taking, processing, and routing a variety of applications and permits, including calculating fees, accepting payments, entering data into and running reports from the City’s permit tracking system (TRAKIT); and providing assistance to City and Departmental staff as directed.

REPRESENTATIVE ESSENTIAL DUTIES and RESPONSIBILITIES

This list is intended only to illustrate the various types of work that may be performed. The omission of specific statements does not exclude them from the position if the work is similar, related or logical assignment to the position.

1. Accepts permit applications, checks for accuracy and completeness, calculates fees, issues receipt, enters application into permit tracking system, routes to appropriate review staff; enters application decisions into permit tracking system and forwards decisions and plan sets to applicants.
2. Issues simple, routine over-the-counter permits within scope of authority and responsibility assigned.
3. Answers procedural questions regarding zoning, engineering, and building permits at the counter or on the phone; directs builders, developers and the general public to the appropriate City codes, regulation manuals, information sheets or other City staff for more specific information.
4. Provides zoning, building and public works application forms to permit applicants and the general public, and provides guidance in filling out applications and forms; ensures that defined information and attachments required to submit an accurate and complete application are included in submittal.
5. Advises applicants and the general public regarding the status of applications using the City’s permit tracking system.
6. Maintains accurate and timely records of all building, planning, and engineering permits and related files; inputs, maintains and compiles a variety of data on permitting activity.

7. Assists in establishing efficient and effective procedures for permit processing; performs research on trends in permitting procedures and makes recommendations on upgrades to current systems and procedures.
8. Assists in the scheduling of requests for field inspections and maintains an inspection activity log; assists in coordinating the permitting process with building official, inspectors, planners, engineers, fire inspectors and other staff; coordinates and maintains a calendar for inspections.
9. Participates in creating, establishing and monitoring the addressing system for both new and existing buildings.
10. Provides the public with basic or directive information on the City's development regulations, building codes and engineering standards.
11. Administers the tracking system for inspections of public and private improvements as part of the site plan and subdivision construction process, schedules inspections, releases financial guarantees as improvements are inspected and accepted, coordinates the building inspection and certificate of occupancy process.
12. Administers the permit tracking system; updates the system when new procedures are implemented or existing procedures are modified; creates and runs reports from the system; ensures functional integration with other City software and systems.
13. Assists in the budget process by collecting, compiling and retrieving pertinent permitting data.
14. Reliable attendance is an essential functional of this position.

Other Duties

1. Because of the small size of the City staff, each employee is expected to perform a wide range of office and field duties as may be required from time to time, including covering for other staff during break and leave periods, being cross trained to other comparable positions, and supporting other staff in the Community Development and Public Works Departments.
2. Other duties as assigned.

WORKING CONDITIONS

The working conditions described here 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 functions.

Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment. Specific vision abilities required by this job include close vision, and the ability to adjust focus.

While performing the duties of this job the employee is frequently required to stand or sit, walk, climb, talk or hear, use hands and fingers, handle, feel or operate objects, tools, or controls and reach with both hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderately noisy.

KNOWLEDGE and SKILLS (Entry requirements)

Knowledge of:

- General land use development and building code procedures;
- Basic zoning and building code administration;
- Building permits and procedures;
- Manual and computerized record keeping systems;
- Customer service techniques and principles;
- Business English, composition, spelling and punctuation;
- Modern office and clerical practices and procedures.
- Permit and application tracking systems and methods – ideally TRAKiT and MYBuildingPermit.com.

Skill in:

- Operation of personal computer, applicable software and equipment;
- Establishing effective working relationships with employees, contractors, developers, architects, engineers, owners, and the general public;
- Reading and understanding complicated plans and blueprints;
- Communicating effectively orally and in writing;
- Working under stressful conditions and with frequent interruptions.

MINIMUM QUALIFICATIONS

Any combination of education and experience, equivalent to graduation from high school and two (2) years of office clerical experience and customer service, preferably in local government and with development permits. Strong attention to detail, organizational skills, and ability to multi-task. The Development Services Coordinator should either have or be able to obtain ICC certification as Permit Technician.

Special Requirements

A valid Washington state driver's license is required at the time of appointment or at a time set by the City.

LEGAL and REGULATORY EMPLOYMENT CONDITIONS

This classification description does not constitute an employment agreement between the City and employee. It is subject to change by the City as the needs of the City and requirements change.

Appointment and Removal Authority: The City Manager is the appointing authority of the City with power of appointment and removal of all employees.

Abide by Personnel Policies: Upon acceptance of employment, the employee will be provided with a copy of the City's *Personnel Policies*, will be asked to acknowledge receipt of same in writing, and be required to abide by those policies, as printed at that time or thereafter amended.

Approval:

City Manager _____ Date _____