CITY OF MEDINA
CLASSIFICATION DESCRIPTION

POSITION: Development Services Coordinator
DEPARTMENT: Development Services
REPORTS TO: Development Services Director
FLSA STATUS: Non-Exempt – Represented by Local 763 of the Teamsters Union

GENERAL FUNCTION

Under general direction of the Director of Development Services, performs technical and administrative work in accepting, processing and reviewing development permit applications, issuing permits and answering code questions.

REPRESENTATIVE ESSENTIAL DUTIES AND RESPONSIBILITIES

• Accepts permit applications, checks for accuracy and completeness, calculates fees, issues receipt, routes to appropriate review staff; monitors application progress for status reports; organizes and issues approved plans and permits; reviews, approves and issues simple, routine permits within scope of authority and responsibility assigned.
• Answers general questions regarding building and zoning codes and requirements at the counter or on the phone or routes these questions to the appropriate staff; directs builders, developers and the general public to the appropriate City Code, regulation manual, or information sheets for specific information.
• Provides application forms to permit applicants and the general public; may provide guidance in filling out various applications and forms; reviews that the necessary information and attachments required to submit an accurate and complete application are included in submittal.
• Maintains accurate and timely records of all building & planning permits and activity; inputs, maintains and compiles a variety of data on permitting activity; completes and generates reports of permitting activity to various agencies as required.
• Assists the Director in analyzing the permitting system; makes recommendations to the director and works with the Director to implement changes for a more efficient and effective procedures for permit processing.
• Oversees the billing process for permits to collect from applicants the consultant charges and permit fees; compiles and tracks consultant invoices for collections and reconciles permit fee charges. Prepares manual invoices as needed. Coordinates with the Director on collections of past due accounts.
• Researches problems and complaints regarding building construction and code compliance; assists in the resolution of complex and sensitive customer service issues.
• Assists in the scheduling of requests for field inspections and maintains an inspection activity log; assists in coordinating the departmental activities of the building official, inspectors, planners, engineers, and other staff.
• Works with the Director and coordinates the customization process of permit-tracking software; coordinates with appropriate staff.
• Creates and modifies departmental forms and informational materials as needed.
• As needed, assists in posting permit applications and forms to the City’s website.
• When assigned, attends Planning Commission meetings and composes minutes.
• Coordinates with the City Clerk and oversees records retention and purging of Development Services records and plans.
• When requested, responds to public records requests by identifying and locating records requested, and providing documentation to the appropriate staff.
• Composes and edits Development Services related correspondence, reports, and memoranda.
• As needed, provides backup customer service support to other City departments.
• Works with the public and answers questions; responds to inquiries from citizens and others and refers, when necessary, to appropriate staff.

Other Duties

• May perform other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE OF:
• Familiarity with general land use development and building codes;
• Familiarity with zoning regulations and permitting administration;
• The structure and content of the English language;
• Microsoft Office products and specific programs and applications needed to perform the essential job functions; and
• Principles and procedures of record keeping and reporting.

SKILLS AND ABILITIES:
• Operation of personal computer, applicable software and equipment.
• Reading and explaining federal, state, and local laws, rules, regulations, policies and procedures.
• Communicating clearly, concisely, both orally and in writing.
• Working independently, meeting schedules and time lines and making appropriate decisions regarding work methods and priorities;
• Establishing effective working relationships.
• Reading and understanding plans and permit conditions.
• Working under stressful conditions and with frequent interruptions.

MINIMUM QUALIFICATIONS

Any combination of experience and training equivalent to graduation from high school, plus three years of increasingly responsible related experience, required. An A.A. degree or Bachelor of Arts degree is desirable. I.C.B.O certification as a Permit Technician, or similar industry-recognized Certification is also desirable. Some experience working in a public agency planning, building, or engineering is desirable. Knowledge of database software and other computer applications necessary.

SPECIAL REQUIREMENTS

Must possess, or be able to obtain by time of hire, a valid Washington State Driver’s License.
PHYSICAL DEMANDS AND WORKING CONDITIONS

Requires the mobility and manual dexterity to work in a standard office environment, use standard office equipment and attend off-site meetings; sit in meetings for long periods of time; speech and hearing to communicate in person and by telephone; vision to read handwritten and printed materials and a computer screen; strength and agility to lift and carry items weighing up to 20 pounds. Some accommodations may be made for some physical demands for otherwise qualified individuals who require and request such accommodations. Work is generally performed in an office setting. The noise level in the work environment is usually quiet.