

**Title:** Permit Center Coordinator

**PG:** 54

**Status:** Civil Service

**Position Reports to:** Assistant Director of Community Development

**Department:** Community Development

**Class Code:** 6058

**Date:** 10/09

### **GENERAL DESCRIPTION OF CLASS:**

This is responsible supervisory and technical work of an administrative and technical nature. An employee in this class is responsible for overseeing and directing all functions related to answering customer inquiries and other contact with the customers of the Permit Center. Work involves responsibility for efficient office operation of the Permit Center including supervision of Property Information staff. Work involves the development of methods and procedures for the efficient processing of permit applications and issuance of permits and for creating and maintaining accurate location addresses; and maintenance of various databases affecting multiple City departments. Work is performed according to guidelines and instructions from a supervisor with latitude for considerable independent initiative and judgment. Performance is subject to review through evaluation of daily operations, accuracy and condition of property and address records and through conferences.

### **ESSENTIAL FUNCTIONS:**

1. Coordinates duties of employees in the Permit Center including CAS, GIS, Planners, Permit Staff, Plans Examiners, Property Information staff and Public Work Engineering staff.
2. Participates in planning to assist in the establishment of customer response criteria, standards, goals and performance measures
3. Assists subordinates with difficult customers, unusual customer complaints, or unusual office problems.
4. Develops and implements appropriate employee training programs and monitors the professional development of employees in the work unit.
5. Maintains up-to-date, accurate property records of all real property within the City's Utilities service areas. Such records include data on legal descriptions, ownership, values and taxes
6. Maintains an accurate property location addressing system and assigns addresses for all locations within the City's utilities service area for E-9-1-1 purposes as well as for the purpose of the Utilities.
7. Works in a cooperative arrangement with City officials, the US postal Service and County Officials to assure that the property information program objectives are fulfilled and are coordinated with the E9-1-1- address system.
8. Supervises and participates in the maintenance of the MSAG database.
9. Analyzes office procedures and systems and implements modifications.
10. Participates in the development of the City's Geographical Information System (GIS) by compiling and reviewing databases and utilizing new automated methods.

### **ADDITIONAL RESPONSIBILITIES:**

1. Performs database maintenance, comparison and correction as required for the purpose of the U.S. Census, Communications Service Tax and Police and Fire Supplemental Pensions programs.
2. Performs related work as required.

### **KNOWLEDGE, SKILLS & ABILITIES:**

1. Considerable knowledge of the operation of a permit center and a public property information office or related function.
2. Considerable knowledge of the methods and procedures pertaining to property location addressing and property information.
3. Considerable knowledge of the interrelated functions of other city departments including Police and Fire, Electric & Water and Customer Billing Systems.

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4. Theoretical and practical knowledge of customer service policies and procedures.
5. Knowledge of personal computers, Microsoft Office Suites and ArcMap.
6. Ability to plan, assign and coordinate the work of employees.
7. Ability to carry out responsibilities with a minimum of supervision; and ability to analyze and resolve problems within the framework of established rules, regulations and procedures.
8. Ability to present ideas and findings clearly and concisely in both written and oral form.
9. Ability to read and interpret complex legal descriptions and ability to read construction drawings
10. Ability to develop and maintain effective working relationships with City departments, other governmental agencies and the general public.
11. Ability to plan, assign and supervise the work of employees.

**WORKING ENVIRONMENT/CONDITIONS:**

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, routine keyboard operations.

The job risks exposure to no significant environmental hazards.

The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

**QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):**

1. AA or AS degree from an accredited college, or sixty (60) semester hours with course work leading to a BS or BA degree.
2. Five (5) years of experience in directing the operation of a property information office or similar function.
3. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.
4. Completion of City University Level one (1) or completion within twelve (12) months.

**SPECIAL REQUIREMENTS:**

1. Must possess and maintain a valid state of Florida Driver's License.
2. Must maintain a valid telephone number.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.