



# LAKEHAVEN WATER AND SEWER DISTRICT Job Description

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| <b>POSITION TITLE</b><br>DEVELOPMENT ENGINEERING PERMIT SPECIALIST IV (LEVEL 9) |  |
| <b>DEPARTMENT:</b><br>DEVELOPMENT ENGINEERING                                   | <b>SUPERVISOR:</b><br>DEVELOPMENT ENGINEERING<br>MANAGER OR DESIGNEE |
| <b>FLSA STATUS:</b><br>NON-EXEMPT   | <b>INCUMBENTS(S):</b>  |
| <b>SII CODE:</b><br>5306  | <b>REVISION DATE:</b><br>2017-04-10                                  |
| <b>UNION STATUS:</b><br>AFSCME  | <b>REVIEW DATE:</b>  |

## **JOB SUMMARY:**

The employee is responsible for issuing, receiving and processing a wide variety of applications and permits, coordinating their flow, and maintaining a variety of related records. The employee is also expected to provide information to the public on various permit requirements and related issues. The employee will provide support for management and technical staff and functions. The Permit Specialist is responsible for the issuance of permits and associated customer service. This position is assigned to the Development Engineering Section (DES) under the general supervision of the Development Engineering Supervisor.

Work is generally performed with little or no supervision.

## **ESSENTIAL JOB FUNCTIONS:**

- Maintains regular, predictable attendance.
- Physical ability to conform with all safety requirements.
- Process applications and issue permits as appropriate for the DES including Right-of-Way, sewer service connections, water services/meters, and other special permits.
- Receive, review, route, prepare and process a variety of forms, applications, specifications, and plans necessary for project issuance of development and construction permits.
- Using GIS maps and other tools, provide detailed and accurate information regarding the existence, location, type and extent of property boundaries, public right-of-ways, utility easements, District sanitary sewer and water and others; provide a variety of specialized information in person or on the telephone regarding permit requirements, District policies and standards to realtors, developers, architects, contractors, engineers and the general public.
- Assist customers in person and by phone with questions, demonstrating high customer service, efficiency and teamwork. Provides information and requirements to the public at the counter, on the telephone, and by electronic e-mail relating to land use, construction, and other regulations.
- Explains District policy and procedures; read, interpret, and explain technical information to the public.

- Receives inquiries from permit applicants and other interested parties regarding permit requirements, fees, and process. Identifies District policies and standards which may apply to projects and provide related information to applicants. Advises applicants of requirements of the permit process and refers them to other divisions or sections where appropriate.
- Compute fees due and collect monies; issue permits and receipts.
- Prepare and maintain technical records, files and logs related to permit issuance.
- Review applications and building site plans to assure compliance with a variety of District construction standards: recommend corrections to possible standard violations.
- Communicate with personnel from other sections regarding zoning requirements, legal descriptions, boundaries, public improvement locations and other permit-related issues.
- Receive and route a variety of plans, specifications and other documents in accordance with established standard operations procedures (SOPs); including monitoring level of service provided.
- Operate a variety of office equipment including computer and associated software, phones, printers, copiers and related equipment.
- Work safely and cooperatively with other co-workers and the public.
- May substitute and/or perform other Permit Specialist duties as required during absences.
- Creates, maintains, and updates as necessary all computer and paper office files and records on permits issued and related matters.
- Notarize official documents for recording, as required.
- Oversee the DES customer counter.
- May perform other related work or assist others, as needed.
- Completes various city and county availability certificate forms for engineer's review and approval.
- Oversee and secure the daily cash transactions; reconcile cash receipts and transfer funds to the Customer Service Department; compute total fees due and collect monies.
- Prepare and oversee the maintenance and technical records, files and logs related to the issuance of specific permits.
- Train and provide work direction and guidance to lower level Permit Specialists; resolve problems and provide assistance as needed with difficult and unusual situations.
- Monitor level of service for permits being routed and communicate this information to the permit applicant, as needed.

#### **ADDITIONAL DUTIES AND RESPONSIBILITIES:**

- Composes complex documents utilizing templates or similar guidance on content/format, and prepares responses to non-routine inquiries.
- Performs all aspects of service connection and hydrant permit processing, and issuance of chlorinator/flush boxes.
- Processes transactions involving multiple steps such as invoices, purchase orders, document research/review, computations, or verification of data, fees, payments and/or “completeness.”
- Assists with inventory management, including preparing/receiving/distributing supply orders.
- Performs other tasks of similar scope and complexity as assigned.
- Provides customer assistance for Development Engineering, including responding to routine inquiries regarding the location of existing water and/or sewer facilities, service connection status/locations and the application process.
- Performs information/document research to resolve questions, discrepancies and/or issues encountered within scope of duties.
- Creates, edits, formats, compiles and/or distributes mail, print/electronic documents.
- Performs other related duties as required.
- Ability to represent the District at the City of Federal Way Development Engineering satellite office, as needed.

## **EDUCATION AND EXPERIENCE:**

- High School Diploma or G.E.D Certification.
- Two (2) or more years experience in an office environment, preferably within a water and/or sewer utility.
- Computer experience in using Microsoft office software (Word and Excel), performing web searches, database entry and mapping software (ArcGIS/MAP).
- Five (5) years of increasingly responsible experience in the issuance of a variety of utility (water and sewer) and/or related construction applications/permits involving contact with the general public.
- Completion of some post-high school technical courses (i.e. drafting, mathematics, computers).
- Two (2) year's experience performing engineering aide work related to project documentation and scheduling, record keeping and/or bid tab spreadsheets, all involving project management interaction; or equivalent combination of education and related experience.
- An equivalent combination of education and related experience may be substituted for evaluation by the District.
- Experience in teaching and/or training people.

## **KNOWLEDGE SKILLS AND ABILITIES:**

- Operation of a computer terminal with working knowledge of commonly used office and permitting software programs, including word processing, spreadsheets, calendaring and email applications. And proficient in the use of spreadsheets, databases, GIS Arc Map, and billing software.
- Proficient knowledge of city zoning ordinances, construction codes and specialized regulations related to permit issuance.
- Working knowledge of legal descriptions, easements, street vacations, and other real estate terminology.
- Working understanding on interpreting standards and specifications for water and sewer improvement plans.
- Working understanding of municipal and county government/agency services and processes.
- Telephone and email techniques and etiquette.
- Taking and processing public records requests.
- Read, interpret, apply and explain standards, rules, regulations, policies, procedures and maps, construction record drawings and legal descriptions.
- Maintain records, files and logs.
- Ability to communicate effectively, both orally and in writing.
- Working knowledge of construction methodology and terminology.
- Operate a variety of standard office equipment.
- Meet schedules and time lines.
- Ability to accurately perform and evaluate complex mathematical calculations and to work with numbers accurately (unit conversions, fractions, percentages, decimals).
- Ability to know when to refer situations to a higher level authority.
- Ability to perform research and make independent investigations of assigned problems.
- Ability to understand and follow complex oral and written instructions.
- Ability to read, and interpret detailed types of maps and plans, property descriptions, charts, graphs, drawings of plots, building sites, and water and sewage systems.
- Ability to establish and maintain harmonious working relationships with other employees, representatives of other agencies and the general public; ability to maintain a neat personal appearance and courteous attitude toward the public and other employees -- even in stressful

and unpleasant situations.

- Proficient in the ability to convey technical information to public in a clear, concise manner.
- Analyze, interpret and accurately review construction and improvement plans and specifications.
- Ability to apply good judgment in making complex decisions in accordance with various standards, regulations, and established policies and procedures.
- Ability to think on the spot to analyze situations accurately and adopt an effective course of action.
- Ability to train and provide work direction to other permit specialists.
- Proficient in the ability to diffuse stressful and unpleasant situations with customers.

#### **GENERAL REQUIREMENTS:**

- Ability to communicate courteously, effectively, tactfully, and maintain confidentiality.
- Demonstrate excellent written and oral communications skills.
- Ability to carry out oral and written instructions.
- Ability to organize and prioritize workload.
- May perform task/job duties of other work unit positions in order to balance workload and/or cross train personnel.
- Proficiency with common office practices, equipment and software.
- Follow all safety requirements set forth by District policy, State and Federal codes.
- Follow all District Policies and Procedures.
- Other duties as assigned.

#### **SPECIAL REQUIREMENTS:**

- Depending on area of assignment, must have valid WA State Driver's License.
- Notary License.
- Workshop certifications in public communications/service.
- Workshop certifications in leading/teaching skills.
- International Code Council (ICC) Permit Technician Certification with maintenance thereafter, desirable.

#### **WORK ENVIRONMENT:**

- Work is generally performed in an office environment.
- May require shift, weekend and holiday work as required by emergency or work assignment.
- Anticipated to respond in emergency situations.
- Office and permit counter environment.
- Incumbents are subject to frequent interruptions and extensive contact with the public and staff.

#### **MACHINERY, TOOLS, EQUIPMENT, PERSONAL PROTECTIVE EQUIPMENT:**

**PHYSICAL DEMANDS:**

**N:** Never (not at all)

**O:** Occasional (1-33% of the time)

**F:** Frequent (34%-66% of the time)

**C:** Constant (67%-100% of the time)

STRENGTH:  Sedentary  Light  Medium  Heavy  Very Heavy

|                                 | Frequency | Comments                                   |                         |
|---------------------------------|-----------|--|-------------------------|
| Sitting                         | F         | Workstation and office counter.            |                         |
| Standing                        | O         | Filing into upright cabinets.              |                         |
| Walking                         | O         | Transferring documents and mail.           |                         |
| Driving                         | O         | External meetings and/or workshops.        |                         |
| Lifting: 25 lbs.                | O         | Files and/or mail packages.                |                         |
| Carrying: 25 lbs.               | O         | Files and/or mail packages.                |                         |
| Push/Pull: 25 lbs.              | O         | Files and/or mail packages.                |                         |
| Climbing Stairs/Ladders         | O         | Attend meetings and/or document transfers. |                         |
| Working at Heights/Balancing    | O         | Normal office activities.                  |                         |
| Bending at Waist                | O         | Normal office activities.                  |                         |
| Twisting at Waist               | O         | Normal office activities.                  |                         |
| Crouching/Kneeling              | O         | Normal office activities.                  |                         |
| Crawling                        | N         | N/A  |                         |
| Reaching                        | O         | Normal office activities.                  |                         |
| Repetitive Motion               | F         | Data entry and computer keyboarding.       |                         |
| Handling/Grasping               | C         | 50%<br>Pinch Grasp                         | 50%<br>Whole Hand Grasp |
| <i>Comments for line above:</i> |           |  |                         |
| Fine Finger Manipulation        | F         | Normal office activities.                  |                         |
| Talking                         | F         | Internal and external customers.           |                         |
| Hearing                         | C         | 100%<br>Indoors                            | 0%<br>Outdoors          |
| Seeing                          | C         | Majority of computer screen work.          |                         |
| Temperature Extreme             | N         | Office building environment.               |                         |
| <i>Comments for line above:</i> |           |  |                         |
| Vibration                       | N         | N/A  |                         |
| Other                           | N         | N/A  |                         |

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals

may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.