



STAFF REPORT

DATE: September 19, 2023

CONSENT

AGENDA ITEM: Approve Job Description for Permit Technician

SUBMITTED BY: Karissa Goers, Administrative Services Director

BACKGROUND:

The Baker-Tilly Operational Audit completed in 2022 included recommendations to update the City's current job descriptions. Some positions have been updated as they have become vacant and the City desired to post job openings. The remaining job descriptions are currently filled and will be presented to council as updates based on the Baker-Tilly recommendations are made.

ISSUE BEFORE COUNCIL:

Should the Council approve the updated job description for Permit Technician?

PROPOSAL DETAILS/ANALYSIS:

Included in your packet is a job description for the Permit Technician.

The Permit Technician provides an intermediate variety of clerical and program support functions to the Community Development department including land owner request assistance, document processing, meeting packet assembly, mailing and record maintenance and file management. This position also works with GIS, provides data entry support, general research, and other duties to assist the department.

In addition to the suggestions from the Baker-Tilly audit, the Administrative Services Director, and City Administrator, with input from the department, recommend that supervision for this position fall under the Community Development Director. Currently the Building Official supervises this position, however the duties of the position include tasks across both the building and planning divisions of the Community Development department. Staff believes this change will allow this position to better support the Community Development department.

A redlined version of the Permit Technician job description is attached indicating edits made.

FISCAL IMPACT:

None

OPTIONS:

- 1) Approve the job description as presented.
- 2) Amend and then approve the job description for Permit Technician
- 3) Do not update job description for Permit Technician.

RECOMMENDATION:

Motion to approve the Permit Technician job description.

ATTACHMENTS:

- Permit Technician Job description

City of Lake Elmo

Permit Technician

Job Title: Permit Technician

Department: Community Development Planning

Status: Full-time regular position

Benefits: Qualifies for full-time benefits

Reporting Relationship: Reports to Building Official-Community Development Director

Supervisory Duties: This position does not formally supervise.

Position Details: This position provides an intermediate a variety of clerical and program support functions to the Community Development department including land owner request assistance, document processing, meeting packet assembly, mailing and record maintenance and file management. This position also works with GIS, provides data entry support, general research and other duties to assist the department. Work is performed under moderate supervision.

Essential Duties and Responsibilities:

Data Entry:

- Responsible for the orderly filing (preferably electronically) of all land use, subdivision, and development files and will aid as necessary to provide for the proper maintenance of property / land use files for the City.
- Ensures building permit and planning/zoning applications are properly received, dated, logged, and distributed while working in conjunction with the front office staff on the intake of permits. Reviews permit application submittals for completeness and assigns fees per City policies.
- Enters data into permit software system and updates parcel database and other records as necessary, including routing of new and changing addresses; tracks permit status and compliance with conditional approvals.

Project Management:

- Principal project assistant to Community Development Planning Director as needed in the areas of word processing, data assembly, meeting packet assembly, and other clerical duties associated with the Planning Commission and affiliated committees / work groups.
- Responsible for principal clerical and program support for the Community Development Planning & Building Department. Duties include assisting the Planning Community Development Director, City Planner, and Building Official -in all matters concerning zoning, planning, land use, and permits.

Customer Service:

- Responsible for answering basic questions about the Zoning Code and its effects on land use.
- Assembles information for conditional use permits, variances, rezoning, ordinance amendments, lot splits, subdivisions, and other land use requests for commercial and residential properties.

- ~~Functional back-up for the Deputy Clerk. Duties include answering phones, scheduling of inspections, Responsible for issuing permits for the Community Development Department, and serving taxpayers at the front when the receptionist is engaged in other duties.~~
- ~~Responsible for answering the phone to insure expedient and efficient service to phone callers~~
- ~~Responsible for Functional back-up for the front desk in~~ the areas of receipting, permit fee processing, and other front desk financial transaction activity related to the Community Development department.
- ~~Responsible for Fields answering~~ incoming phone calls for Community Development Planning and Building Department, insuring calls are routed to the appropriate party and providing expedient and efficient service to callers.
- ~~Serves as back-up to Greet~~ and assist visitors at front counter
- Provides general assistance to the public

Administrative Support:

- Assists with the preparation and distribution of Planning Commission packets.
- ~~Assists with Schedules~~ ing building inspections.
- Attends all planning commission meetings and records meeting minutes.

Competencies Common to All City Positions:

- Develop, maintain a thorough working knowledge of, and comply with all departmental and applicable City policies and procedures.
- Demonstration by personal example the spirit of service, excellence, and integrity expected from all staff.
- Develop respectful and cooperative working relationships with co-workers, including willing assistance to newer staff so job responsibilities can be performed with confidence as quickly as possible.
- Confer regularly with and keep immediate supervisor informed of all important matters which pertain to the applicable job functions and responsibilities.
- Represent the City of Lake Elmo in a professional manner to the public, outside contacts and constituencies.

While these areas are the primary focus of the position, we believe strongly in teamwork and employees will be called upon to perform a variety of duties as a part of their role with the City.

Position Requirements

Knowledge, Skills and Abilities:

- Demonstrates ability to prioritize tasks, solve problems and meet deadlines.
- Works well with internal staff and provides them with accurate and timely financial reports and problem resolution where appropriate.
- Makes minimal errors in repetitive duties and is accurate/precise in the handling of files and other planning documents.
- Promptly resolves customer / taxpayer issues in a constructive and well-documented manner.

- Contributes to the team effort and positive image of the City by consistently providing a high level of to internal and external customers.
- Ability to perform successfully with minimal supervision.

Physical/Mental Demands and Working Conditions: This position requires sitting, feeling, manual dexterity, grasping, talking, and hearing, typing, and seeing. The individual may encounter unexpected and prolonged workdays and stress and pressures from dealing with emotional issues and conflicts. There is sustained exposure to computer keyboards and video screens. This position is light duty and may require the exertion of up to 20 pounds of force on occasion ally, up to 10 pounds of force frequently, and ~~or~~ a negligible amount of force constantly to move objects. frequently to lift, carry, push, pull or otherwise move objects. While performing the duties of this job, the employee is required to sit, stand, walk, talk and hear, use hands and fingers to ~~finger~~, handle, feel and operate objects, tools or controls. ~~The employee must occasionally lift and/or move 40 pounds.~~

***The physical demands described here are representative to those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions.*

Minimum Qualifications:

Education: ~~More training than a~~ GED or high school diploma. ~~preferably in administrative services or local government. An equivalent combination of two years' work and education experience can be supplemented.~~

Requirements:

- Moderate work experience, preferably in administrative services or local government.
- Ability to type and enter data with proficiency and accuracy
- Ability to operate normal office equipment including computers, multi-line phones, copier, and scanner.
- Computer software proficiency with including spreadsheets, databases and word processing.
- Ability to exercise independent judgment and discretion in decision-making.

Preferred Qualifications:

- Education and moderate experience in office administration.
- Ability to exercise independent judgment and discretion in decision-making.
- Ability to effectively problem solve using analytical and strategic thinking.
- Knowledge of principles and practices of local government with experience working in or with a community development, building department, or engineering office.
- Advanced computer software experience and proficiency especially in Word, Xcel, Outlook, ArcGIS, Laserfiche and various financial software packages.

Employee Acknowledgement

I have read and understand the job requirements, essential functions, working conditions, responsibilities and expectations set forth in the job description provided. I attest that I can perform the essential job functions as outlined with or without any reasonable accommodations.

Employee Signature

Date

***The work environment characteristics described here are representative to those an employee encounters while performing essential functions of this job. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions.*

Revised – September 2023