



STAFF REPORT

DATE: May 7, 2019

CONSENT

TO: Mayor and Council

AGENDA ITEM: Approve Revised Permit Tech. Job Description, Hire of Permit Technician, and Authorize Advertising for Deputy City Clerk

SUBMITTED BY: Jake Foster, Assistant City Administrator

BACKGROUND:

With the recent resignation of the City's permit technician and building official, staff has had the opportunity to reevaluate the building department and these roles. Staff recommends updating the permit technician position job description to reflect a change in reporting to the building official rather than planning director. The rest of the job description would remain the same.

As stated in the City's personnel policy handbook, "The City Administrator or a designee will manage the hiring process for positions within the City." Based on this policy, it is recommended by the City Administrator, that current Deputy City Clerk, Ms. Tanya Nuss be hired for the permit technician role. This will allow the City to capitalize on Ms. Nuss's City knowledge, experience, and familiarity with the role's duties. With the hire of the Ms. Nuss as permit technician, a vacancy will be created for the deputy city clerk position. Staff recommends that Council authorize the advertising for deputy city clerk.

ISSUE BEFORE COUNCIL:

Should the Council approve the revised permit technician job description, the permit technician hire, and authorize the advertising for he deputy city clerk?

PROPOSAL:

The permit technician role works more directly and has significantly more interfacing with the building official. In turn, the building official has a much better opportunity to effectively supervise and evaluate the permit technician. For these reasons, staff recommends updating the permit technician job description to reflect an update in reporting from the planning director to the building official. No other changes would be made to the job description.

To leverage the existing knowledge and familiarity with the permit technician role, staff recommends the hiring Deputy City Clerk, Tanya Nuss as permit technician effective May 6, which would be the first scheduled shift of the current pay cycle. It is also recommended that Ms. Nuss receives an additional step increase with the transition to this new role. She would start her permit technician role at Step 4 at \$23.49 hourly.

If Council approves the permit technician hire, staff requests the authorization to advertise for the then vacant Deputy City Clerk position.

FISCAL IMPACT:

It is recommended that Ms. Nuss receive a step increase effective May 6 with the transition to the new role to a wage of \$23.49 hourly. She would still be eligible for the annual increase in June with a satisfactory performance review.

The Deputy Clerk position will be advertised at the Grade 7 per the City's compensation plan. More details on the fiscal impact will be determined at the time of hire.

OPTIONS:

1. Approve revised job description, hiring Tanya Nuss as permit technician at \$23.49/hour effective 5/6/19, and authorize the advertising of the deputy city clerk position
2. Take some of the aforementioned actions and not others
3. Take no action

RECOMMENDATION:

If removed from the consent agenda:

“Move to approve the revised job description, hiring Tanya Nuss as permit technician at \$23.49/hour effective 5/6/19, and authorize the advertising of the deputy city clerk position.”

ATTACHMENTS:

Revised Permit Technician Job Description

City of Lake Elmo

Job Title: Permit Technician

Department: Planning

Status: Full-time regular position

Benefits: Qualifies for full-time benefits

Reporting Relationship: Reports to Building Official

Supervisory Duties: This position does not formally supervise.

Position Details: This position provides a variety of clerical and program support functions 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.

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 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 Planning & Building Department. Duties include assisting the Planning 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, issuing permits 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

- Functional back-up for the front desk in the areas of receipting, permit fee processing, and other front desk financial transaction activity
- Fields incoming phone calls for Planning and Building Department
- 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 scheduling building inspections

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

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:

- Ability to type and enter data with proficiency and accuracy
- Ability to operate normal office equipment including computers, software including spreadsheets, databases and word processing
- Ability to exercise independent judgment and discretion in decision-making

Desired Qualifications:

- Education and 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

Physical and Mental Requirements: Positions in this class typically require: 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 or a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects.

*** 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.*

Working Conditions: While performing duties of this job, the employee is required to sit, stand, walk, talk and hear, use hands to finger, handle, feel and operate objects, tools or controls. The employee must occasionally lift and/or move 40 pounds.

*** 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.*

Competencies Common to All City Positions:

- Develop, maintain a thorough working knowledge of, and comply with all departmental and applicable City policies and procedures
- Demonstrate 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