

CITY OF MARGATE, FLORIDA JOB DESCRIPTION

JOB TITLE: PERMIT SPECIALIST II (Job Code 631)

GENERAL STATEMENT OF JOB

Performs customer service, clerical and technical work in the Development Services Department. Assists customers with application submittal directions, establishes and tracks primary and sub-applications, determines the completeness of applications, process applications, calculates and reconciles fees, issues permit or other completion documents, and records data in the computer system. Provides guidance to entry level permit staff as needed. Work is performed under general supervision of the Director of Development Services.

ESSENTIAL FUNCTIONS

The following duties and functions, as outlined herein, are intended to be representative of the type of tasks performed within this position. They are not listed in any order of importance. The omission of specific statements of the duties or functions does not exclude them from the position if the work is similar, related, or a logical assignment for this description. Other duties may be required and assigned.

Conducts daily application submittal activities; organizes, prioritizes, and directs work to the plan review or technical review staff; monitors status of applications; and provides technical support with respect to submittal of applications.

Provides and researches information related to construction permits, planning and zoning.

Explains, and ensures compliance with applicable federal, state, and local codes, laws, rules, regulations, specifications, standards, policies and procedures related to processing of applications; initiates any actions necessary to correct deviations or violations.

Performs intake of zoning permit applications; assists with planning & zoning permit applications, certificate of use and business tax applications.

Explains the application process and associated fees to customers; assists customers with applications and the completion of forms used for the permitting process; reviews timelines; refers applicants to other departments to facilitate application processing; explains review process to the public, including how to respond to review comments.

Files and maintains central records in compliance with records retention regulations.

Checks contractors' licenses to verify proper insurance coverage and current worker's compensation insurance coverage.

Ensures that initial application files to ensure presence of all required copies of pertinent forms, plans, materials, reports, records, and other documents; ensures distribution of documents as necessary.

Issues permits; instructs applicants on the use of web and telephone based systems to check status, schedule and check inspections.

Resolves permit or project related issues.

Denies applications based on failure to meet minimum requirements; and rejects incomplete applications. Maintains a current knowledge of applicable laws/regulations; maintains an awareness of new materials, devices, products, and construction methods; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.

Assists in training entry level staff members within the Development Services Department, regarding intake of permits. Performs other duties as assigned.

MINIMUM TRAINING AND EXPERIENCE

High school diploma or equivalent; supplemented by two (2) or more years of clerical and customer service experience, including two (2) years of previous experience working with permits. Broward County Board of Rules and Appeals Permit Certification required within one (1) year of hire in this position. Must have knowledge of the Florida Building Code and the Florida Accessibility Code. Must be proficient with online permit processing software and platforms (such as Accela, Avolve ProjectDox, Energov, OpenGov) and the Microsoft Office Suite.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks involve some walking, standing, some lifting and carrying objects of light to moderate weight (5-15 pounds).

Data Conception: Requires: Requires the ability to compare and/or judge the readily observable, functional, or composite characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments and/or directions.

Language Ability: Requires the ability to read a variety of materials relevant to government, legal, and city administration operations.

Intelligence: Requires the ability to draw valid conclusions in task processing and prioritization.

Verbal Aptitude: Must communicate efficiently and effectively in Standard English. Must speak with poise, confidence, and control.

Numerical Aptitude: Requires the ability to add, subtract, multiply and divide.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in handling, sorting and filing documents.

Manual Dexterity: Requires the ability to utilize a variety of modern equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors or shades of color depending on department of assignment.

Interpersonal Temperament: Requires the ability to deal with people from a variety of department in both the giving and receiving of instructions. Must be able to perform under stress of frequent deadlines.

Physical Communication: Requires the ability to talk and/or hear; (talking: expressing or exchanging information by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are performed without exposure to adverse environmental conditions, e.g., dirt, cold, rain, fumes.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of the planning and building permit operation practices and procedures for the state, county, and other agencies.

Knowledge of the Florida Building Code and the Florida Accessibility Code.

Knowledge of departmental rules, regulations, procedures, and functions.

Knowledge of permit and application related fees.

Knowledge of building applications.

Knowledge of site plans and construction documents.

Ability to effectively communicate both orally and in writing.

Ability to learn and demonstrate the appropriate calculation of permit related fees.

Ability to learn and demonstrate an understanding of the planning & zoning permit process.

Ability to troubleshoot, research and resolve customer complaints and issues.

Ability to review and demonstrate an understanding of building applications.

Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work.

Ability to regularly attend work and arrive punctually for designated work schedule.

EQUAL OPPORTUNITY EMPLOYER

The City of Margate, Florida, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Margate will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

I have read and acknowledge receipt of this Job description.

Employee Name and Signature

Date