SARASOTA COUNTY GOVERNMENT
CAREER TRACK

PERMITTING COORDINATOR

CLASS CODE: see below
EEO Code: 06
FLSA: Non-Exempt
W/C Code: 8810
PAY BAND: See Below

MAJOR FUNCTION/S

This is support and para-professional work processing permits and or sewer connection applications in accordance with applicable County and State ordinances and regulations.

Primary Purpose		
Permitting Coordinator I (Tech.) **Operational Service Support Tier II** **Sub-Class Code: 37585 - Pay Grade: 9912**	**Permitting Coordinator II** **Para-Professional Tier I** **Sub-Class Code: 37590 - Pay Grade: 9921**	**Permitting Coordinator III** ***Para-Professional Tier II** **Sub-Class Code: 37591 - Pay Grade: 9922**
This is work assisting customers in permitting with answering general questions, research, issuance of permits and scheduling inspections. **In general, work assignments at this level include, but are not limited to:** ▪ Refers citizens (by phone or walk-in customers) to appropriate departments to address or secure answers to questions about county operations, permits, regulations, licensures, etc. and schedule inspections. ▪ Process customer inquiries including formulating independent decisions in accordance with applicable ordinances, regulations & departmental policies. ▪ Enters data for all types of permits, verifies accuracy of fees, issues permits and Certificates of Occupancy. ▪ Searches files and databases; maintains a variety of source background materials for reports. ▪ Acts in assigned capacity in the event of any	**This is Para-Professional work monitoring and controlling the processing of permit/utility connection applications, assessing and collecting permit/connection fees and handling site and development project intake, tree permits, utility permits and reviews, tree reviews.** **In general, work assignments at this level include, but are not limited to:** • Monitors and controls processing of permit/utility connection applications, and the assessment, collection and accounting for appropriate permitting/connection fees • Performs specialized technical/clerical work; schedules and coordinates day-to-day operation of permitting/connection processes • Maintains appropriate policies and procedure manual for permitting/connections • Maintains records and prepares reports on unit activities • Searches files and databases and maintains a variety of source background materials for reports • Processes customer inquiries and makes decisions in accordance with applicable ordinances, regulations and unit policies	**This is Para-Professional work formulating independent decisions in accordance with applicable permit/connection ordinances/ regulations/unit policies, processing utility payments/impact fees and backing up Customer Service Manager.** **In general, work assignments at this level include, but are not limited to:** • Processes customer permits/connections and inquiries including formulating independent decisions in accordance with applicable ordinances, regulations and unit policies • Schedules and coordinates the day-to-day operation of permitting processes in North and South County offices • Reviews and updates policies and procedures manual • Maintains records and prepares complex reports on unit activities • Searches files and databases and maintains a variety of source background materials for reports • Processes Utility/connection payments and Impact Fees, Certificates of Occupancy/Certificates of

County declared emergency. ▪ Verifies accuracy of fees for the following permits: Right of Way, Culverts, Demolition, Over the Counter, (OTC), Residential, Commercial, (BCO) Business Certificate of Occupancy, Resource Protection, Zoning Permits. ▪ Creates child folders and attaches to appropriate parent folder. ▪ Schedules inspections. ▪ Performs simple cashiering and issues receipts.	• Verifies accuracy of fees for permits/connections • Closes out utility project permits and prepares county acceptance documents • Schedules/confirms inspections/connections and testing • Ensures compliance with County codes and ordinances • Enters data into software application • Performs simple cashiering and issues receipts • Reconciles individual stations • Acts as backup for licensing	Completion • Acts as back up for Temporary Certificate of Occupancy • Performs complex cashier functions and reconciles multiple stations • Closes out utility project permits/connections and prepares county acceptance documents • Schedules inspections/connections and testing • Acts as backup for Customer Service Manager
*** Para-Professional Tier II includes Para-Professional Tier I duties**		

Primary Core Competencies (Knowledge, Skills and Abilities)		
Operational Service Support Tier II	**Para-Professional Tier I**	**Para-Professional Tier II**
▪ Knowledge of business English, spelling and mathematics. ▪ Knowledge of office practices, policies and procedures as they relate to permitting. ▪ Ability to prepare reports, organize and coordinate work assignments. ▪ Ability to work with the general public tactfully and impartially. ▪ Ability to establish and maintain effective working relationships with others. ▪ Knowledge of permit tracking and word processing. ▪ Knowledge of State and County regulatory codes and ordinances.	▪ Knowledge of State and County permitting/connection regulatory codes and ordinances ▪ Knowledge of permitting/connection procedures ▪ Ability to read and interpret building plans, specifications, and legal documents ▪ Knowledge of permit/connection tracking and word processing ▪ Knowledge of business English, spelling and mathematics ▪ Knowledge of office practices, policies and procedures as they relate to permitting/utility connections ▪ Ability to prepare reports, organize and coordinate work assignments ▪ Ability to work with the general public tactfully and impartially ▪ Ability to establish/maintain effective working relationships ▪ Ability to develop Standard Operating Procedures (SOP)	▪ Advanced knowledge of State and County permitting/connection regulatory codes and ordinances ▪ Knowledge of accounting including credits, debits and budgets ▪ Ability to research and compile financial information, prepare summaries and reports ▪ Ability to perform multi-tasking duties ▪ Ability to apply creative and innovative ideas and solutions and make recommendations for improvements ▪ Promotes openness, teamwork and continuous quality improvement and is willing to help develop team
Business Equipment and Computer Skills		
▪ Basic Word and Excel skills ▪ Internet searches ▪ E-mail communication	▪ Intermediate Word and Excel skills ▪ Internet searches ▪ E-mail communication	▪ Advanced Word and Excel skills ▪ Internet searches ▪ E-mail communication

Communication/Customer Service Skills		
• Ability to communicate effectively, verbally and in writing • Ability to establish/maintain effective working relationships • Ability to provide quality service • Ability to engage in two-way communication • Ability to take responsibility and honor commitment • Demonstrates effective problem-solving efforts and generates new ideas • Participates in efforts to meet or exceed customer expectations	• Ability to communicate effectively, verbally and in writing • Ability to establish/maintain effective working relationships • Ability to provide a high level of quality services • Ability to engage in two-way communication efforts • Ability to take responsibility and honor commitment • Demonstrates effective problem-solving efforts and generates new ideas • Participates in efforts to meet or exceed customer expectations	• Ability to communicate effectively, verbally and in writing • Ability to establish and maintain effective working relationships • Demonstrates effective problem-solving efforts • Generates new ideas • Engages in two-way communication efforts • Takes responsibility and honors commitments • Participates in efforts to meet or exceed customer expectations • Researches and analyzes problems, and formulates and implements effective solutions

Minimum Qualifications		
▪ High School Diploma or its equivalent and 3 years of clerical office experience or customer service experience. ▪ Valid Florida driver's license	▪ High School Diploma or its equivalent and 3 years of clerical or customer service experience. ▪ 1year of experience involved with the interpreting, enforcing, screening or monitoring of a regulatory process (such as permitting, planning, zoning, ordinances, licenses, building, taxes, etc.) ▪ Satisfactory Completion of Core Competencies or ability to obtain Core Competencies within 6 months of hire date (see Addendum #1). ▪ Valid Florida driver's license	▪ High School Diploma or its equivalent. ▪ Two years of experience as a Permitting/Connection Coordinator ▪ Satisfactory completion of Core Competencies or ability to obtain Core Competencies within 6 months of hire date (see Addendum #2). ▪ Valid Florida driver's license

NOTE: Employees who acquire the skills and minimum qualifications for the next level will be eligible to apply for open positions. Employees will not automatically be upgraded to the next level. Reclassifying a position is based on business need and financial impact and not based solely on the incumbent.

APPROVED BY: **DATE**

Chris Louria, Chief Human Resources Officer **4/14/20**

History: 7/7/17; 6/13/13; 6/29/12; 2/14/11; 8/30/10

Planning and Development Services **Addendum #1**
Permitting Coordinator Career Track

Criteria for: Permitting Coordinator II (37590 - Pay Grade 9921)

List of competencies and qualifications required for the Permitting Coordinator II (37590). Supervisor and Manager must check off each category and sign at the bottom verifying employee's obtainment of the competencies. A completed checklist must be attached to the PA for processing a promotion.

Employee Name: _____ has achieved the following:

- □ Able to accurately accept, process and adequately understand the following types of permits:
  - □ Right of Way
  - □ Demolition
  - □ Residential
  - □ Business Use
  - □ Environmental Protection Permits (WNCA)
  - □ Zoning (temporary use, alcohol beverage, etc.)
  - □ Culvert
  - □ Express (over the counter)
  - □ Commercial
  - □ Utility Permits
  - □ Tree
- □ Able to understand and assess customer's needs in the following:
  - □ Direct customers to the proper areas/divisions.
  - □ Responds well to general questions
  - □ Responds to customer inquiries via RFS folders and Building emails
  - □ Displays high level of customer service (phone or in-person)
  - □ Displays a one team approach
- □ Demonstrates competent knowledge of Sarasota County operations, ordinances/resolutions, policies and procedures.
- □ Accepts and processes plans changes accurately and timely.
- □ Provides correct applications and forms for all permitting needs.
- □ Accurately enters and updates State Certified contractor licenses. Ability to answer general questions related to Contractor Licensing. Ability to handle contractor licensing intake duties, as requested.
- □ Ensures accuracy and completeness of the following financial processes:
  - □ Collection of all types of permit fees
  - □ Verify accuracy of fees
  - □ Ability to reconcile individual session
- □ Able to recognize the necessity to create child folders and accurately understand all types.
- □ Able to accurately schedule inspections and make independent informed decisions regarding inspections.
- □ Maintain effective relationships will all inspectors, plans reviewers and code enforcement staff.
- □ Attain at least one (1) year of experience in permitting duties.
- □ Actively assists with the training of Permitting Technician (Permitting Coordinator I).

Comments:_____

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Supervisor: _____ Date: _____ Manager: _____ Date: _____

Planning and Development Services **Addendum #2**
Permitting Coordinator Career Track

Criteria for: Permitting Coordinator III (37591 - Pay Grade: 9922)
List of competencies and qualifications required for the Permitting Coordinator III (37591). Supervisor and Manager must check off each category and sign at the bottom verifying employee's obtainment of the competencies. A completed checklist must be attached to the PA for processing a promotion.

Employee Name: _____ has achieved the following:

- □ Completed all competency criteria for Permitting Coordinator 37590.
- □ Attain at least two (2) years of experience in permitting.
- □ Ability to accurately issue all CO's and CC's (verifying all fees, inspections and stipulations completed) and communicate requirements to customers.
- □ Accurately handles intake of TCO and communicates TCO requires to customers and directs them to appropriate staff.
- □ Ensures accuracy and completeness of testing processes and procedures when requested to work with Business Analyst for permitting procedures.
- □ Capable of making independent and informed decisions and perform daily Permit Center functions in the absence of Permit Center supervisor. Ability to be the backup Permit Center Supervisor(s), when requested.
- □ Ability to backup Contractor Licensing Coordinator, when requested.
- □ Ensures accuracy and completeness of the following financial procedures:
  - □ Ability to troubleshoot any balancing problems with other staff members.
  - □ Collection of all types of permit fees and impact fees
  - □ Responsible for the collection and consolidation of all individual sessions with the Permit Center at the close of business each day.
- □ Capability to create, formulate, document and update processes and/or procedures for permitting process manual. Ensures proper approvals of Business Analyst, Deputy Building Official and/or Building Official are obtained prior to distribution.
- □ Actively assists with the training of and mentoring of Permitting Technician (Permitting Coordinator I) and Permitting Coordinator 37590 (Permitting Coordinator II).

Comments:_____

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Supervisor: _____ Date: _____ Manager: _____ Date: _____