

# **OWENSBORO METROPOLITAN PLANNING COMMISSION**

## **POSITION DESCRIPTION**

**Position Title:** Permit Services Coordinator  
**Division:** Building  
**Supervisor:** Associate Director, Building

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**Summary Description:** Under general direction, plans, organizes and supervises the construction plan submittal, approval and permit issuance process; provides case management of complex building construction applications; coordinates the provision of efficient and effective service delivery to customers; and performs related duties as assigned.

**Essential Duties and Responsibilities:** *The following duties are normal for this position. These duties are not exclusive or all-inclusive. Other duties may be required and assigned.*

- Provides guidance of the building construction application approval processes, issuance of permits, plan submittals, plan processing, and fee assessment and payment processing.
- Coordinates efficient and effective service delivery to customers; handles difficult and complex customer service situations; identifies and recommends opportunities for improving service delivery methods and procedures.
- Ensures timely processing of plans, permits and applications; coordinates the routing and tracking of plans; performs follow-up phone calls to ensure timeliness and response.
- Provides case management of complex building construction applications; confers with project owners and design professionals regarding state and local code requirements and obtaining outside agency application approvals as needed.
- Attends and participates in development review meetings.
- Researches new trends, innovations and laws impacting the building plan submittal and approval process.
- Performs other related duties as required.

### **Desired Qualifications:**

Knowledge of:

- Building-related codes, including the International Code Council (ICC) building, electrical, and mechanical codes and related amendments adopted by the State of Kentucky.
- Methods and practices of all phases of commercial and residential construction.
- Principles and practices of front counter customer service.
- Local government organization, functions, policies, rules, and regulations.
- Modern office procedures, methods, computer equipment and related software applications.
- Principles and practices of record keeping and documentation.

Ability to:

- Respond to and resolve difficult and complex complaints, requests and inquiries from contractors, property owners, design professionals, and the general public in a non-confrontational win-win manner.
- Read and interpret basic building plans and specifications.
- Interpret and apply building codes and regulations.
- Explain building or regulatory codes, both verbally and in writing.
- Identify problems and recommend solutions.
- Oversee multiple projects, tasks, and priorities to achieve desired goals.
- Maintain accurate records.
- Prepare clear and concise reports and correspondences.

**Education and Experience Guidelines:** *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. Desirable qualifications include:*

- Equivalent to an Associate's or Bachelor's degree from an accredited college or university with course work in civil engineering, code compliance, architecture, construction management or a related field.
- Experience in local government permitting including experience in permit application and construction drawing review. Previous related public counter experience is desirable.
- Experience as a residential and/or commercial construction contractor
- Current certification as a Level I or Level II inspector in the State of Kentucky.

**Physical Demands and Working Environment:** *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

- Work environment will be primarily in-office with computer access and occasional off-site field inspection.
- Physical demands include ability to work in an office setting and operate office equipment, walking, standing, or sitting for prolonged periods of time, performing moderate or light lifting and carrying.
- Vision and hearing sufficient to read computer screens and printed documents and hear normal audio range with or without correction.