



City of Irving Job Description

Senior Permit Specialist

FLSA Status:	Non-Exempt	Job Department:	Inspections
Job Code:	12272	Reports To (Job Title):	Inspections Customer Service Supervisor

PURPOSE

To support the city Strategic Plan “Customer Service” strategy by leading the Development Services division customer service triad: public counter, telephones, and e-commerce. This position trains Permit Specialists, serves as a backup for the Inspections Customer Service Supervisor, recommends process improvements, and performs all customer service and inspections support duties of Permit Specialists.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Provide training, functional oversight and guidance, and assistance to Permit Specialists in performing assigned tasks.
- Serve as backup for the Inspections Customer Service Supervisor in his/her absence, which includes, but is not limited to, scheduling of lunch and breaks for the Permit Specialists and collection and security of all cashiering operations.
- When appropriate, participate in the hiring process of Permit Specialists.
- Report any internal or external customer concerns and/or conflicts; Recommend process changes, and assist with their implementation upon approval, to improve operations and the level of service provided to citizens.

Perform all duties of Permit Specialists, which include:

- Review applications for certificates of occupancy, food establishments, daycares, nursing homes, pools, contractor registrations; and mechanical, electrical, plumbing, and building permits; further, provide review of construction document submittal packages.
- Issue building, electrical, plumbing, mechanical, health/food, and day care permits, as well as contractor registrations.
- Relay inspections needed as a result of applications to impacted inspectors in the environmental health division and/or the multi-trade inspections division.
- Sustain a 5 minute [single trade permit] public counter cycle-time and 18 second telephone response with an exceptional level of customer satisfaction and with superior process accuracy.
- Monitor key e-commerce program functions including TrakIt, etrakIt, IVR, and OnBase; and assist in trouble-shooting problems with the Information Technology Department.
- Receive, process, and resolve inquiries and complaints which includes coordinating with other City departments. Research Open Records requests in a timely manner.
- Receive inspection requests from customers; enter requests into computer tracking system; as well as, research inspection result inquiries.
- Notify City utilities companies to discontinue services for condemned and unsafe properties. Coordinate customer utility connections with Atmos Gas and Oncor Electric to ensure the utilities get turned on.

- Analyze and reconcile daily and monthly computer reports of permits, licenses, and inspections and verifies payments on those permits and licenses.
- Help citizens and contractors fill out paperwork (or online) for obtaining permits and provides information as to whether or not permits are required, issues PIN numbers for contractors to pull permits online. Troubleshoot online or IVR phone issues.
- Research information as requested, which includes verifying addresses and legal descriptions of properties.
- Perform daily cash transactions, run cash reports, balance till each day (total department transactions are about \$10,000 to \$12,000 per day), and prepare daily deposits.
- Research and resolve issues related to returned / NSF checks.
- Respond to emails daily received in the Inspections email inbox.

OTHER DUTIES AND RESPONSIBILITIES

- Proofread and enter payroll for the department, order supplies, and process changes of address.
- Assist in research and preparation of paperwork for department refunds.
- Perform plan reviews on fence permits.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 1-5 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Coordinates with customers to ensure that all payments for permits are made by using either EtrakIt, IVR, mail, or in person. Processes payments at the Inspections counter, runs cash reports and balances till each day.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to completion of the 12th grade, with some college and/or specialized training.

EXPERIENCE

- Two (2) years of related experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- None

KNOWLEDGE OF

- Customer Service Delivery: Basic concepts in personal attention, respect, and equality in processes and requirements and how to attain and control the high level of service we expect and that customers demand.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Answer phones within 18 seconds with above average service; turnaround of single trade permits at the counter within five minutes, keeping that same high-level of service.
- Creative Problem Solving: Within the parameters of code and ordinance requirements, seek alternative solutions. Instruct and explain to customers how to get to their desired end result.
- Technical: Basic construction practices, blueprint reading, and terminology, including basic electrical, mechanical, and plumbing in order to have conversations with contractors, architects, and engineers.
- Record Keeping: Principles and practices for collection and recording of information for use in report presentations, open records, data recovery, and plan retrieval.
- Basic Financial Support: Basic Concepts of counting, tracking, and securing money, as well as, how to balance a cash till.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.
- Industry Software: Sufficient familiarity with technology to use a variety of specialized industry software programs, such as TrakIt, etrakIt, IVR, and OnBase.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas when processing permits, registrations, and reports.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Functional Supervision: Motivating, developing, and directing people as they work.
- Troubleshooting: Communicating information and ideas so others will understand concepts in order to efficiently rectify issues with projects.
- Interactive Presentation: Effectively presenting information and responding to questions.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Composure under Duress: Remaining composed and making sound decisions during stressful or sensitive circumstance.
- Maintaining Current Knowledge: Reading, analyzing, and interpreting general business periodicals, professional journals, technical procedures, or governmental regulations, so as to stay abreast of current laws, ordinances, and policies.
- Organizational Strategies: Tracking and researching multiple variables by sorting, grouping, and calendaring.
- Technical Comprehension: Reading and interpreting basic construction documents, such as site plans and plans; further, interpreting ordinances in order to provide customers with accurate information.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand concepts in order to rectify issues with projects.

GUIDANCE RECEIVED

General Instructions and Established Precedent/Procedures

Follows general supervisory instructions, as well as policies and precedents open to judgment in some areas and more specific guidelines, policies and procedures in others. Based on knowledge of policies, precedents and procedures, may assist others with standard work methods and problems.

CONTACTS

Internally, this position interacts with employee from the Planning Division, as well as, staff from the Traffic & Transportation and Code Enforcement departments. Externally, this position engages daily with contractors, homeowners, and citizens. On occasion, there will be interaction with the Fire department, architects, engineers, boards and commissions, Texas Department of Licensing and Regulation, Texas Board of Professional Engineers, Las Colinas Association, Valley Ranch Association, U.S. Post Office, International Code Council and/or its North Texas Chapter, Dallas County Appraisal District, and Tarrant County 911.

EQUIPMENT AND PROPERTY

Among other equipment, this position utilizes computers, phones, copiers, fax machines, printers, scanners, large format scanners, plotters, cell phones, architect's and engineer's scales, and/or a city vehicle.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to carry, grasp/handle/feel, lift up to 10 pounds, listen, see, sit, stand, stoop, talk, and/or walk. Frequently, s/he is required to balance, kneel, lift up to 25 pounds, and/or pull/push. Occasionally, s/he is required to lift up to 50 pounds and reach.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

Typical office environment; the noise level in the work environment usually is moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.