SOUTH COAST WATER DISTRICT

PERMIT SPECIALIST

DEFINITION

Under direct supervision, performs a variety of technical and office support duties related to the engineering field; coordinates development/improvement plan submittals, permit processing, connection fee calculation, project folder organization and maintenance; researches engineering topics and prepares basic engineering calculations; provides technical advice to the public and support to professional engineering staff; prepares reports; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

 Receives direct supervision from the Senior Civil Engineer. No direct supervision of staff is exercised.

CLASS CHARACTERISTICS

This is a journey-level engineering office support class in which incumbents perform a range of paraprofessional duties in the Engineering Department, including receiving and responding to inquiries and complaints, maintaining engineering records, performing basic engineering calculations, permit processing, and updating maps and drawings. Incumbents follow routine policies and procedures to complete assignments in the preparation and review of specifications, plans, and estimates. The work requires public contact, the frequent use of tact and good knowledge of departmental policies and procedures. This class is distinguished from the Engineering Technician series in that the latter requires greater technical knowledge, the completion of some related college-level coursework, and more experience in the field.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

Duties may include, but are not limited to, the following:

- Prepares permit applications and plans that require plan checking, assembles plans in specific order with all appropriate attachments, determines fees from maps and tables, and distributes/routes all documents to the appropriate staff.
- Sends permitting packet to customers upon request, including record drawings, sample plan sets, and service request letters.
- Reviews permit applications; confirms accuracy of submitted documents and/or requires revisions; provides written notice to applicants of required public improvements.
- Prepares will-serve documents, permit review letters, and release of occupancy paperwork; submit project updates to appropriate agencies.
- Prepares or assists in the preparation of specifications, plans, estimates and reports, and receives and performs minor plan reviews, fire sprinkler calculations, and reviews for conformance to District standards.
- Performs field, office and computer-aided studies and prepares periodic and special reports based on findings from research and makes recommendations on findings; performs field visits to research project impacts on District facilities.
- Coordinates permit processing activities with customers, outside agencies, District inspectors, and other District staff; coordinates the flow of project information through various departments within the District.
- Calculates development connection fees based on established District fee schedule and project scope; coordinates the collection of connection fees and issuance of permits.
- Coordinates the preparation and execution of Bills of Sale, Facility Installation Agreements and License Agreements.
- Maintains and updates department records, tracking lists, permit records, engineering plans, and engineering files, including grading, encroachments, improvements, storm drain, landscaping and final...
maps studies, inspections, surveys, and other data related to engineering projects; prepares, updates, reproduces, and distributes maps, drawings, blueprints, and other information recorded in GIS.

- Receives and responds to information requests from the public, consultants, engineering firms, developers, title companies, public works inspectors and staff regarding the District’s permitting process, encroachment permits, will-serves, letters to the City, record drawings, sewer video report, water availability, and various correspondence relating to projects; retrieves plans, reports, permits and files as necessary to comply with requests; responds to complaints from the public and resolves conflicts between owners, contractors, developers, utility companies, and others.
- Performs field visits to verify site conditions, safety of District facilities, conformance with District standards and regulations, and progress of permitted project.
- Prepares a variety of legal documents, including construction project contract documents.
- Assists in the coordination of fire-flow requests and inspections, and with the coordination of the District’s Fats, Oils, and Greases program.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of processing and issuing engineering-related permits.
- Codes, regulations, policies, technical processes and procedures related to District engineering projects sufficient to answer questions and provide information to the public.
- Applicable zoning and related laws and regulations.
- Basic civil engineering principles, practices and methods applicable to office and fieldwork involving the processing and issuance of permits related to utilities and development projects.
- Basic design and construction practices and methods related to streets, underground facilities, and related utilities infrastructure.
- Basic engineering plan types, review practices, and permit filing and approval procedures.
- Applicable Federal, State, and local laws, codes, and regulations, including administrative and department policies and procedures.
- Basic engineering mathematics.
- Principles and procedures of record keeping.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and District staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.

Ability to:

- Learn District codes and regulations pertaining to assigned area of responsibility including those pertaining to permit approval.
- Interpret, apply and explain policies and procedures.
- Verify permit fees and/or penalties from plans.
- Perform detailed, technical and specialized permit support work.
- Perform the full range of office and clerical support duties and tasks.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic and other requests/interruptions.
- Compose correspondence and reports independently or from brief instructions.
- Establish, maintain and research files.
- Perform responsible engineering support work with accuracy, speed, and minimal supervision.
- Read and interpret basic engineering plans, technical drawings, specifications, and subdivision maps.
Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.

Make mathematical calculations and accurate engineering computations.

Make and record accurate field engineering observations.

Prepare clear and concise reports, correspondence, and other written materials.

Organize own work, set priorities and meet critical time deadlines.

Operate modern office equipment including computer equipment and specialized software applications programs.

Use English effectively to communicate in person, over the telephone and in writing.

Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.

Establish and maintain effective working relationships with those contacted in the course of the work.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One (1) year of experience in field or office engineering technical support, construction inspection, basic engineering design, or GIS.

Training:

Equivalent to completion of the twelfth (12th) grade.

License or Certificate:

Valid California class C driver’s license with satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to inspect District development sites, to operate a motor vehicle, and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is partially a sedentary office classification, although the job involves field inspection work requiring frequent walking at inspection sites to monitor performance and to identify problems or hazards; standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve information. Employees must possess the ability to lift, carry, push and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees partially work in an office environment with moderate noise levels and controlled temperature conditions, and partially in the field and may occasionally be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The specific statements shown in each section of this classification description are not intended to be all-inclusive. They represent the essential functions and minimum qualifications necessary to successfully
perform the assigned functions. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.