

City of Mauldin

Position Title: Permit Facilitator
Department: Business and Development Services
Updated: November 1, 2012

Statement of Duties

This position provides the first point of contact for the Department providing service to customers seeking information on the business and construction requirements for properties located in the City of Mauldin.

An employee in this position is responsible for collecting specific information needed to ensure compliance with Local, State and Federal laws concerning commercial and residential construction projects, tenant occupancies, and licensing.

Work includes extensive public contact for the purposes of gathering a variety of information and data relating to permitting matters. Employees must possess excellent customer service skills and is expected to exercise tact and courtesy with all city personnel, property owners, contractors, developers and the general public.

Supervision

Employee works under the general supervision of the Business and Development Services Director. Employee may also receive daily guidance and direction from the Building Code Official as it pertains to carrying out the administrative tasks associated with permitting, plan review, and inspections.

Position Functions (examples of duties)

- Assists customers in person, on the telephone and email by answering questions related to the permitting process, contractor licensing, permit fees, project status and other submittal requirements.
- Receiving, entering and processing of permit applications. This task includes gathering (sometimes) complex and detailed information, and often requires the employee to elicit facts from the applicant that is not necessarily obvious or apparent to the customer as being needed.
- Utilizes tools provided to gather information on Property identification (tax map number, address, ownership) required for the processing of permits.
- Verifies that architects, engineers, contractors, and subcontractors have valid state and local licenses.
- Calculates and collects appropriate permitting fees based on adopted fee schedule. Also responsible for collecting revenue for outside sources and processing all fee payments into appropriate accounts.
- Processes daily deposits and balances collections with fund ledger in accordance with the Accounting department.
- Prepares and distributes plan review submittals to other City Departments and utilizes computerized data to update and track project reviews and project status.

- Responsible for the coordination and processing of special approval requests such as encroachment permits, temporary and permanent power requests, certificate of compliance /occupancy, and temporary occupancy requests.
- Responsible for the maintenance, storage and disposal of departmental records including building permits, plans and related files in accordance with the State Records and Retention schedule.
- Responsible for the collection of Hospitality Taxes and providing back-up assistance with Business License applications and fees, as needed.

General Office Duties

- Answers all in-coming calls and routing to appropriate staff, as needed.
- Receives, stamps and distributes all incoming mail. Processes outgoing mail.
- Provides administrative support to the Department Director and Building Code Official.
- Generates monthly statistical reports on permitting and fee collection activities.
- Performs other related duties as assigned.

Job Environment

- Requires the ability to sit and stand repeatedly throughout the day.
- Requires ability to focus in a moderately busy office environment.
- Ability to lift and move up to 25lbs.

Education and Experience

Qualified applicants must possess a high school diploma or GED equivalent and also have a minimum of 3-5 years of experience in office administration preferably in an architectural, engineering or construction office. Applicants must be proficient with computers and be knowledgeable with Microsoft Office programs.

Special Requirements

Must have a good understanding of construction terminology and demonstrate the ability to analyze and perform mathematical computations. Must complete permit facilitation training within the first year of employment, as assigned.

Knowledge, Skills & Abilities

- Ability to learn new processes and applies those processes consistently on a day-to-day basis.
- Skill in the operation of computer-driven word processing, spreadsheets, database and file maintenance programs.
- Ability to communicate effectively both orally and in writing.
- Ability to answer questions intelligently and effectively.
- Ability to relate to and show patience when working with confused customers, and be able to handle stressful situations in a tactful manner.
- Ability to multi-task, prioritize responsibilities and meet deadlines as assigned.
- Ability to establish and maintain effective working relationships, as necessitated by work assignments.
- Ability to function as a team player in a work group environment.