

## **PARKS PERMIT COORDINATOR**

### **SUMMARY/PURPOSE**

This position is responsible for overseeing the coordination of all reservation, permit and special event requests for Duluth Park facilities and spaces and their compatibility with facilities and park spaces under the applicable park policies and City Codes.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)**

1. Provide front-line customer service, education, and information to the public regarding municipal and state codes, regulations, and permitting procedures.
2. Acknowledge and resolve customer conflicts and negotiate problems as needed, using independent decision-making to resolve the issue or refer to the appropriate party when necessary.
3. Assist with customer service, clerical, front desk and other administrative tasks as assigned.
4. Assist (as needed) at community outreach events, to include some evening and weekend hours.
5. Process cash, credit, and check payments from customers; record revenue and make weekly deposits with the Treasurer's office.
6. Process permits, invoices and payments, delinquent payments and missing paperwork and track insurance requirements.
7. Maintain and update the database of permits, reservations, schedules, and prepare related reports on an annual basis.
8. Compile data and statistics, prepare reports, and report performance measures.
9. Compile financial statements for reporting on permitted events.
10. Accept reservation and permit requests by phone, in person, online and via email and create contracts between the customer and the City of Duluth using the recreation reservation software.
11. Ensure that all permitted events held in the Duluth Parks are safe, compatible with the permitted facility or space, effective in resource use, appreciative of land and infrastructure capacity and consistent in meeting City goals, including achieving the Parks and Recreation Master Plan vision.
12. Assist customers with information about various facilities regarding capacity, available amenities and negotiating special requests including overnight parking, power, water, portable toilet, additional dumpster and garbage requests, traffic control, and security arrangements.
13. Review all permit and special event applications and determine that all terms of the contract have been met, and the necessary paperwork and permits have been filed in a timely manner before issuing final permits
14. Serve as the in-house expert and primary contact on the Recreation Management Software system and provide training to interns, part-time employees and other staff on the use of recreation reservation software, advanced date scheduling, processing use permits, adding and modifying set-up notes, attaching appropriate disclaimers, editing and modifying reservation fees, mailing invoices, accepting payments, and processing online reservations.
15. Review and evaluate all park special events presented to the city for special approval or City co-sponsorship and provide recommendations to Parks and Recreation Manager.
16. Coordinate the distribution and agreements of busker permits.
17. Assist in the hire and coordinate the training of interns and part-time employees that are designated to support permitting and reservation work.
18. Cross-train identified Park operations staff, interns and part-time employees on management of the recreation reservation software.
19. Establish work standards and guidelines, which maintain data and information consistently, and coordinate the training of interns, part-time employees and other staff of said standards and guidelines.
20. Work in close collaboration with Park Maintenance, Properties and Facilities Management, Police Department, City Clerk and other internal departments both before and after events to ensure appropriate permits are secured, as well as to ensure the upkeep and restoration of facilities.

21. Keep abreast with comparative data on permit and reservation fees and recommend any changes to the Parks and Recreation Manager on an annual basis.
22. Participate in discussions, as well as develop and recommend department and City policy updates pertaining to the permitting of Park facilities and spaces.
23. Convey permit, reservation and special event information as necessary to internal City partners and the public in a clear and concise manner.

#### JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
  - A. A combination of education and/or experience equal to a four-year bachelor's degree and two years of full-time equivalent experience in the functional areas identified as essential above.
2. Knowledge Requirements
  - A. Knowledge of modern office methods, specifically Microsoft Office programs related to word processing, desktop publishing and spreadsheets.
  - B. Knowledge of business letter writing and forms.
  - C. Knowledge of alphabetizing, indexing and filing systems.
  - D. Knowledge of city government and city development processes.
  - E. Knowledge of computerized data management systems.
3. Skill Requirements
  - A. Skill in dealing effectively and politely with the public and exercising sound principles of customer service.
  - B. Skill in balancing complex usage regulations with scheduling requirements.
  - C. Skill in using computer and relevant software to implement scheduling decisions.
  - D. Skill in writing reports, letters, memos and presentations in an understandable and logical format.
  - E. Skill in communicating logically and accurately in oral and written forms.
  - F. Skill in evaluating, analyzing and explaining operational methods and procedures.
  - G. Skill in the operation of personal computer and related software.
  - H. Skill in attending to administrative details of several permits, reservations and special event permit requests simultaneously.
4. Ability Requirements
  - A. Ability to understand and execute complex policies/procedures and oral/written instructions.
  - B. Ability to work independently and exercise discretion in absence of specific instructions or supervision.
  - C. Ability to organize, schedule, coordinate and delegate work.
  - D. Ability to establish and maintain effective working relationships with supervisors, employees, interns, volunteers and the general public.
  - E. Ability to train and supervise interns.
  - F. Ability to budget time, resources and personnel.
  - G. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
  - H. Ability to follow guidelines including City ordinances, departmental policies and procedures, regulations governing the use of specific facilities and special use permit processes and regulations.

- I. Ability to acquire a working knowledge of Parks facilities and spaces and permit regulations.
  - J. Ability to maintain regular attendance; perform all essential and marginal functions as assigned by an authorized employee, supervisor and/or manager.
  - K. Ability to establish and maintain positive and effective working relationships with the public and with library staff, including people of all ages, abilities, and from a variety of social, economic, and ethnic backgrounds.
  - L. Maintain a professional manner when working with members of the public.
5. Physical Ability Requirements
- A. Ability to transport oneself to, from and around sites of projects and sites of public meetings.
  - B. Ability to transport (usually by lifting and carrying) materials and equipment weighing up to 30 pounds, such as television, video camera recorder, and projectors.

HR: MC	Union: Basic	EEOC:	CSB:	Class No:
WC:	Pay: 129	EEOF:	CC:	Resolution: