



Human Resources

Room 340
411 West First Street
Duluth, Minnesota 55802

218-730-5210
hrinformation
@duluthmn.gov

DATE: May 8, 2023
TO: Civil Service Board
FROM: Heather DuVal
Human Resources Supervisor
SUBJECT: Revised Job Classification of Land Use Technician

RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF LAND USE TECHNICIAN, INCLUDING A TITLE CHANGE TO CONSTRUCTION SERVICES PERMIT COORDINATOR.

Background Information/Summary of Job

As you are aware, the City is undertaking a job description review on all job descriptions last revised over 10 years ago. During this project, the job descriptions are being reviewed by both the supervisor of the position, as well as the incumbent(s). The intent of this process is to ensure that the description reflects the current duties of the position, as well as the education, experience, knowledge, skills, and abilities (KSAs) required to perform those duties.

In addition to the revision of the classification specific duties and KSAs, the Human Resources team has created standardized language that is included in all job descriptions and varies slightly based on their level of responsibility. You will see those language additions throughout the revised descriptions, including two new sections regarding supervision received and supervision given.

The Land Use Technician was last revised in June of 2010. The purpose of this position is to perform professional and technical work to provide information to the public, outside agency representatives and City staff in regard to laws, codes, ordinances, and requirements that apply to the construction and use of structures and land use. The major/primary changes to the job description are language changes to emphasize front-line, high level of customer service, the use of specialized GIS to perform the job, and the responsibility of coordination between multiple city departments and work groups and multiple external entities to move projects through the review and permitting process.

The Land Use Technician job description was brought forward to the Civil Service Board for approval at the meeting on January 10, 2023. The proposed revisions including a title change to Development Process Specialist were approved by the Board at that time. Further revisions added following the previous approval of this job description include basic knowledge of multiple departments (i.e., Planning, etc.) in order to direct citizens to the correct services needed; language related to reviewing minor residential projects attending zoning pre-applications meetings; and to assist with public outreach. It was also decided that Construction Services Permit Coordinator would better reflect the function of the role than the previously proposed title.

The proposed revisions to the job classification were discussed with the Basic union and incumbents, and they are supportive of these updates.

Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the revised job description for Land Use Technician, including a title change to Construction Services Permit Coordinator.

Construction Services Permit Coordinator

SUMMARY/PURPOSE

To perform professional and technical work to provide information to the public, outside agency representatives and City staff in regard to laws, codes, ordinances, and requirements that apply to the construction and use of structures and land use. This position provides consultation related to zoning, building and engineering rules and procedures, and provides front-line customer service for the development process.

DISTINGUISHING FEATURES OF THE CLASS

Employees in this class work independently with considerable latitude to make decisions when applying rules, regulations, policies, and procedures. Employees in this class have a general knowledge of multiple departments' work focus (planning, construction services, fire prevention, parking, engineering, rental housing) in order to direct citizens to the correct staff for the service needed.

SUPERVISION RECEIVED

For both one-of-a-kind and repetitive tasks, the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. Incumbents work as instructed and consult with the supervisor.

SUPERVISION GIVEN

Does not supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Serve as primary point of contact to provide information related to construction, development, and use of land in the City, including building, zoning, and Uniform Development Code administration, planning division policies and procedures, and engineering policies and procedures.
2. Provide courteous, effective, and high quality service to the public by personally responding to requests for service or making appropriate referrals.
3. Provide information and assistance relating to the processing of various building and land use permits to members of the public and City staff, providing explanation of code requirements, City policies, and procedures that pertain to submitted plans and proposals.
4. Use GIS, permitting software, paper, microfilm, and other digital records to respond to questions, research property histories, and review plans and proposals.
5. Research and respond to inquiries and complaints using manual and electronic records.
6. Compile informational handouts answering commonly asked questions.
7. Communicate with applicants through permitting process orally and in writing.
8. Determine all necessary permits and applicable processes for proposed construction and land use.
9. Conduct preliminary reviews of plans for initial intake purposes, and determine if plans comply with applicable codes, ordinances, and regulations; present plans to other staff for detailed review.
10. Review assigned types of site, erosion control, and construction for minor residential projects such as garages and decks, plans, and approve when appropriate.
11. Coordinate the review of permits and plans for compliance with state and city requirements, and process and issue permits.
12. Work with others to improve processes and practices to improve service and efficiency.
13. Verify that applicants are licensed and bonded as required.
14. Act as review process project manager, coordinating with multiple City departments, applicants, and construction and design teams to obtain approval of plans and permits.
15. Attend preliminary project meetings, and assist project owners from start to completion of development projects.
16. Attend zoning pre-application meetings with architects, engineers, developers, and others to discuss projects in the preliminary zoning application phase and provide preliminary feedback as appropriate.

17. Assist with public outreach in the form of targeted events that serve to educate design professionals, contractors, and/or the general public about various building code topics, as well as permitting and review processes geared towards facilitating successful building projects.
18. Calculate and collect fees.
19. Maintain positive relationships with contractors, design professionals, homeowners, and others even in contentious situations.
20. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
21. Other duties may be assigned.

JOB REQUIREMENTS

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

1. Education & Experience Requirements
 - A. Associate's Degree in architectural drafting, building inspection technology, construction management, building trades, or civil engineering technology, or a related professional field, and one (1) year of related professional experience; OR a minimum of three (3) years of related education and/or verifiable professional administration of the building code as a field inspector, plans examiner, or permit technician, or engineering field experience.
2. License Requirements
 - A. Must obtain and maintain certification as an International Code Council Certified Permit Technician within 18 months of hire.
 - B. Must obtain and maintain certification through Minnesota Pollution Control Agency as an erosion and storm water control Construction Installer within 18 months of hire.
3. Knowledge Requirements
 - A. Extensive knowledge of applicable building codes, ordinances, statutes, and City policies.
 - B. Knowledge of architectural principles, zoning, and building construction.
 - C. Knowledge of Geographic Information Systems (GIS) and use of computers.
 - D. Knowledge of basic principles, methods, equipment, and materials used in construction of streets, sidewalks, water and gas mains, sanitary and storm sewers, and various public works structures.
 - E. Knowledge of contractor and design professional licensing regulations.
 - F. Knowledge of basic technical engineering principles and practices.
 - G. Knowledge of the principles of drafting.
 - H. Knowledge of the principles of technical writing.
 - I. Knowledge of problem-solving and conflict-resolution techniques.
 - J. Knowledge of applicable safety requirements.
 - K. Knowledge of, or the ability to learn, City policies and procedures.
4. Skill Requirements
 - A. Skill in providing excellent customer service.
 - B. Skill in using GIS for research and creation of maps.
 - C. Skill in researching and interpreting laws, rules, and regulations, legal documents, legal descriptions, maps, architectural and civil drawings, and building plans.
 - D. Skill in assessing the customer's immediate needs and ensuring customer's receipt of needed services through personal service or making appropriate referral.
 - E. Skill in providing effective consultation and advice to land or property owners, engineers, architects, builders, and the general public on code and regulatory practices compliance.
 - F. Skill in reviewing plans for compliance with applicable regulations.
 - G. Skill in project management.

- H. Skill in communicating effectively with the public, coworkers, and other City work groups.
- I. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
- J. Skill in managing one's own time.
- K. Skill in completing assignments accurately and with attention to detail.

5. Ability Requirements

- A. Ability to pay close attention to detail when researching or collecting data and information, and when reviewing plans, maps, drawings, specifications, and other related documents pertaining to land use, use of structures, and construction.
- B. Ability to read, understand, interpret, and apply zoning and land use regulations, planning concepts, and instruction manuals.
- C. Ability to understand legal descriptions, building and civil plans, codes, and ordinances.
- D. Ability to exercise independent judgment and to take responsibility for one's actions.
- E. Ability to understand and follow verbal and written instructions.
- F. Ability to provide prompt, efficient, and responsive service.
- G. Ability to analyze and project consequences of decisions and/or recommendations.
- H. Ability to use GIS, permitting software, and other applications.
- I. Ability to operate architectural and engineering scales and to perform accurate mathematical calculations.
- J. Ability to provide a high standard of public service in the form of clear, consistent, and timely communication with the public, contractors, architects, engineers, and others in the community.
- K. 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.
- L. Ability to communicate and interact effectively with members of the public.
- M. Ability to communicate effectively both orally and in writing.
- N. Ability to understand and follow instructions.
- O. Ability to problem-solve a variety of situations.
- P. Ability to set priorities and complete assignments on time.
- Q. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR: HD	Union: Basic	EEOC: Technicians	CSB:	Class No: 4420
WC: 8810	Pay:	EEOF: Housing	CC:	Resolution:
Job title change from Land Use Technician				

LAND USE TECHNICIAN

Construction Services Permit Coordinator

SUMMARY/PURPOSE: ~~Perform paraprofessional~~

To perform professional and technical work to provide information to the public, outside agency representatives and City staff in regard to laws, codes, ordinances, and requirements that apply to the construction and use of structures and land use. ~~Provide~~ This position provides consultation related to zoning, building and engineering rules and procedures., and provides front-line customer service for the development process.

DISTINGUISHING FEATURES OF THE CLASS

Employees in this class work independently with considerable latitude to make decisions when applying rules, regulations, policies ~~and procedures~~, and procedures. Employees in this class have a general knowledge of multiple departments' work focus (planning, construction services, fire prevention, parking, engineering, rental housing) in order to direct citizens to the correct staff for the service needed.

FUNCTIONAL AREAS: ~~Under supervision:~~

1. ~~SUPERVISION RECEIVED~~

For both one-of-a-kind and repetitive tasks, the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. Incumbents work as instructed and consult with the supervisor.

SUPERVISION GIVEN

Does not supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Serve as primary point of contact to provide information related to construction, development, and use of land in the City, including building, zoning, and Uniform Development Code administration, planning division policies and procedures, and engineering policies and procedures.

2. ~~p A.~~ Provide courteous, effective, and high quality service to the public by personally responding to requests for service or making appropriate referrals.

3. ~~p B.~~ Provide information and assistance relating to the processing of various building and land use permits to members of the public and City staff, providing explanation of code requirements, City policies, and procedures that pertain to submitted plans and proposals.

4. ~~p C.~~ Provide explanation of code requirements, City policies and procedures that pertain to Use GIS, permitting software, paper, microfilm, and other digital records to submitted respond to questions, research property histories, and review plans and proposals.

5. ~~p D.~~ Research and respond to inquiries and complaints using manual and electronic records.

6. ~~E.~~ Compile informational handouts answering commonly asked questions.

7. ~~p F.~~ Communicate with applicants through permitting process orally and in writing.

2. ~~Process permit and other applications.~~

8. ~~p A.~~ Determine all necessary permits and applicable processes for proposed construction and land use.

9. ~~p B.~~ Conduct preliminary reviews of plans for initial intake purposes, and determine if plans comply with applicable codes, ordinances, and regulations; and forward present plans to other staff for detailed review.

~~p C. Process and issue permits.~~

10. ~~p D.~~ Approve Review assigned types of site, erosion control, and construction for minor residential projects such as garages and decks, plans ~~complying~~, and approve when appropriate.
11. Coordinate the review of permits and plans for compliance with applicable state and city requirements, and process and issue permits.
12. ~~p E.~~ Work with others to improve processes and practices to improve service and efficiency.
13. Verify that applicants are licensed and bonded as required.
14. ~~p F.~~ Notify Act as review process project manager, coordinating with multiple City departments, applicants, and distribute construction and design teams to obtain approval of plans and applications to permits.
15. Attend preliminary project meetings, and assist project owners from start to completion of development projects.
16. Attend zoning pre-application meetings with architects, engineers, developers, and others to discuss projects in the preliminary zoning application phase and provide preliminary feedback as appropriate City departments.
17. Assist with public outreach in the form of targeted events that serve to educate design professionals, contractors, and/or outside agencies the general public about various building code topics, as well as permitting and review processes geared towards facilitating successful building projects.
18. ~~p G.~~ Calculate and collect fees.

3. ~~Perform related duties.~~

- ~~p A. Maintain, revise, and research paper and electronic records.~~
~~B. Perform related tasks as assigned.~~

19. ~~—Maintain positive relationships with contractors, design professionals, homeowners, and others even in contentious situations.~~
20. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
21. Other duties may be assigned.

JOB REQUIREMENTS

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

1. Education & Experience Requirements

- A. ~~□ A.~~ Three (3) years of experience or two (2) years of education plus one (1) year of experience which demonstrates a proficiency in the knowledge, skills and abilities listed below. Examples of acceptable education might include Associate's Degree in architectural drafting, building inspection technology, construction management, building trades, or civil engineering technology. Acceptable experience might include, or a related professional field, and one (1) year of related professional experience; OR a minimum of three (3) years of related education and/or verifiable professional administration of the building code as a field inspector, plans examiner, or permit technician, or work in the engineering field experience.

2. Certification/License Requirements

- A. ~~A. Ability to~~ Must obtain within 18 months of hire and maintain certification as an International Code Council Certified Permit Technician within 18 months of hire.

- ~~B. B. Ability to~~ Must obtain within 18 months of hire and maintain certification through Minnesota Pollution Control Agency as an erosion and storm water control Construction Installer within 18 months of hire.

3. Knowledge Requirements

- A. ☐ ~~A. —~~ Extensive knowledge of applicable building codes, ordinances, statutes, and City policies.
- B. ☐ ~~B. —~~ Knowledge of architectural principles, zoning, and building construction.
- C. ☐ ~~C. —~~ Knowledge of Geographic Information Systems (GIS) and use of computers.
- D. Knowledge of basic principles, methods, equipment, and materials used in construction of streets, sidewalks, water and gas mains, sanitary and storm sewers, and various public works structures.
- E. ☐ ~~D. —~~ Knowledge of contractor and design professional licensing regulations.
- F. Knowledge of basic technical engineering principles and practices.
- G. ☐ ~~E. —~~ Knowledge of the principles of drafting.
- ☐ ~~F. Knowledge of technology, office equipment and modern communication methods.~~
- H. ☐ ~~G. —~~ Knowledge of the principles of technical writing.
- I. Knowledge of problem-solving and conflict-resolution techniques.
- J. Knowledge of applicable safety requirements.
- K. Knowledge of, or the ability to learn, City policies and procedures.

4. Skill Requirements

- A. ☐ ~~A. —~~ Skill in providing excellent customer service.
- B. Skill in using GIS for research and creation of maps.
- C. Skill in researching and interpreting laws, rules, and regulations, legal documents, legal descriptions, maps, architectural and civil drawings, and building plans.
- ☐ ~~B. Skill in converting observations into verbal and written statements that are concise, descriptive and understandable.~~
- ☐ ~~C. Skill in organizing and prioritizing assignments in order to complete work in a timely and efficient manner, utilizing multi-tasking methods and techniques.~~
- D. ☐ ~~D. —~~ Skill in assessing the customer's immediate needs and ensuring customer's receipt of needed services through personal service or making appropriate referral.
- E. Skill in providing effective consultation and advice to land or property owners, engineers, architects, builders, and the general public on code and regulatory practices compliance.
- F. ☐ ~~F. —~~ Skill in reviewing plans for compliance with applicable regulations.
- G. Skill in project management.
- H. Skill in communicating effectively in writing when documenting actions and maintaining records with the public, coworkers, and other City work groups.
- ☐ ~~G. Skill in effective verbal communication with a variety of individuals representing diverse cultures and backgrounds, and in maintaining composure in situations requiring a high degree of sensitivity, tact and diplomacy.~~
- I. ☐ ~~H. —~~ Skill in the operation of personal computers and applicable office equipment including, but not limited to, general computer systems, job required software applications, scanners, the internet, and other automated modern office equipment.
- J. Skill in managing one's own time.
- K. Skill in completing assignments accurately and with attention to detail.

5. Ability Requirements

- A. ☐ A. Ability to pay close attention to detail when researching or collecting data and information, and when reviewing plans, maps, drawings, specifications, and other related documents pertaining to land use, use of structures, and construction.
- B. ☐ B. Ability to read, understand, interpret, and apply zoning and land use regulations, planning concepts, and instruction manuals.
- C. ☐ C. Ability to understand legal descriptions, building and civil plans, codes, and ordinances.
- D. ☐ D. Ability to exercise independent judgment and to take responsibility for one's actions.
- E. ☐ E. Ability to understand and follow verbal and written instructions.
- F. ☐ F. Ability to provide prompt, efficient, and responsive service.
- G. ☐ G. Ability to analyze and project consequences of decisions and/or recommendations.
- ☐ H. ~~Ability to develop and maintain effective working relationships with city employees, outside agency representatives, and the public.~~
- H. ☐ I. Ability to use GIS, permitting software, and other applications.
- I. ☐ Ability to operate architectural and engineering scales and to perform accurate mathematical calculations.
- J. ☐ Ability to provide a high standard of public service in the form of clear, consistent, and timely communication with the public, contractors, architects, engineers, and others in the community.
- K. ☐ 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.
- L. ☐ Ability to communicate and interact effectively with members of the public.
- M. ☐ Ability to communicate effectively both orally and in writing.
- N. ☐ Ability to understand and follow instructions.
- O. ☐ Ability to problem-solve a variety of situations.
- P. ☐ Ability to set priorities and complete assignments on time.

Physical Requirements

- Q. ☐ A. Ability to attend work on a regular basis as scheduled and/or required.
- Physical ☐ B. ~~Ability to occasionally lift and carry items such as plans, books and boxes weighing up to 40 pounds.~~
- ☐ C. ~~Ability to use a ladder to retrieve stored records.~~
- ☐ D. ~~Ability to stand at permit counter for extended periods of time.~~

- ☐ Essential functions of the position
- ☐ Job requirements necessary the first day of employment

Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial

vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR: <u>JAHD</u>	Union: Basic	EEOC: Technicians	CSB: 20100105	Class No: 4420
WC: 8810	Pay: 28	EEOF: Housing	CC: 20100628	Resolution: 40-0334R
<u>Job title change from Land Use Technician</u>				