



Human Resources

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DATE: May 8, 2023, 2023

TO: Civil Service Board

FROM: Heather DuVal
Human Resources Supervisor

SUBJECT: Revised Job Classification of Permitting Services Leadworker

RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF PERMITTING SERVICES LEADWORKER, INCLUDING A TITLE CHANGE TO PERMITTING SERVICES ADMINISTRATOR.

Background Information/Summary of Job

The Permitting Services Leadworker job classification was most recently revised in 2015. The purpose of this position is to coordinate the work of the permitting services work group in the Construction Services & Inspection Division to deliver excellent customer services, consistent code administration, efficient permitting and review processes, and proper documentation related to division activity. This job description was previously revised to emphasize customer service and process efficiency responsibilities, leadership in the work group to encourage collaboration and input from all team members, and responsibility to step in on complex customer interactions.

The Permitting Services Leadworker revised job description was brought forward to, and approved by, the Civil Service Board at the meeting on January 10, 2023. Further revisions added following the previous approval of this job description include adding language to ensure work product is in alignment with building officials' interpretations of the state building code; serving as a technical expert to provide information to other City divisions and perform 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; and permitting and review processes.

The proposed revisions to this job description were discussed with the Basic Union and incumbent, and they are supportive of these changes.

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 Permitting Services Leadworker, including a title change to Permitting Services Administrator.

Permitting Services Administrator

SUMMARY/PURPOSE

Under the supervision of the Construction Services Manager, to direct and coordinate the work of the permitting services work group in the Construction Services & Inspection Division to deliver excellent customer service, consistent code administration, efficient permitting and review processes, and proper documentation related to division activity.

SUPERVISION RECEIVED

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments, including suggested work methods or advice on source material available. As a deputy of the Building Official, this position supports the Building Official's policies and interpretations.

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees or projects that require delegation and direction over the work of others.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Determine priorities, assign work to personnel, collaborate to develop efficient workflows, and coordinate schedules to facilitate timely completion of work and fulfillment of department goals and objectives.
2. Establish standards for exemplary customer service, which provides complete accurate information and convenience to customers, delivered with patience, respect, and professionalism.
3. Establish work standards and guidelines, which facilitate effective enforcement of applicable regulations while providing flexibility in their administration.
4. Perform the duties of the Construction Services Permit Coordinator or Plans Examiner.
5. Establish work standards and guidelines, which maintain data and information consistently.
6. Gather data and report performance measures.
7. Monitor work of assigned personnel and ensure that their work product is in alignment with the Building Official's interpretations of the state building code to ensure compliance with established methods, guidelines, and procedures.
8. Lead group discussions and training sessions to advance knowledge of codes, processes, and best work practices.
9. Assist permitting services staff to navigate difficult interactions and solve problems using established policies and customer service skills.
10. Recommend adjustments or other actions in employee grievances.
11. Disseminate information to employees and the public through bulletins and other communications.
12. Addresses complex complaints, disputes, violations, and regulatory interpretation for the division and for designers, builders, and the public.
13. Serve as a technical expert, conduct presentations, and provide information to other City divisions, contractors, engineers, architects, and the public regarding codes, ordinances, and proper methods governing building design and construction work.
14. Coordinate with other work groups to establish effective workflows.
15. Report to supervisor on activities of permitting services work group.
16. Participate in development of division policies and procedures.
17. Perform 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. 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.

19. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
20. Provide training on new or modified procedures and policies to all affected parties.
21. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
22. Provide input on decisions regarding the hiring processes, onboarding procedures, and discipline of personnel.
23. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
24. 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 minimum of two (2) years of experience as a City of Duluth, Construction Services Permit Coordinator or Plans Examiner; AND documented experience providing exemplary customer service and verifiable professional experience to include leading teams.
2. License Requirements
 - A. Maintain required licenses throughout employment in the position: Certification as an ICC Certified Permit Technician prior to hire ; OR certification as an ICC Residential Plans Examiner R2 within two (2) years of hire; OR certification as an ICC Certified Plans Examiner B3 or MN Certified Building Official prior to hire.
3. Knowledge Requirements
 - A. Possess the knowledge requirements for City of Duluth Construction Services Permit Coordinator or City of Duluth Plans Examiner.
 - B. Knowledge of code administration processes.
 - C. Knowledge of City of Duluth zoning ordinances and regulations.
 - D. Knowledge of effective team leadership principles.
 - E. Knowledge of the principles of technical writing.
 - F. Knowledge of effective training and coaching practices.
 - G. Knowledge of contractor licensing regulations.
 - H. Knowledge of problem-solving and conflict-resolution techniques.
 - I. Knowledge of applicable safety requirements.
 - J. Knowledge of, or the ability to learn, City policies and procedures.
 - K. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - L. Knowledge of effective leadership and personnel practices.
 - M. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
4. Skill Requirements
 - A. 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 multitasking methods and techniques.
 - 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 communicating effectively in writing when documenting actions and maintaining records.
 - 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.
 - H. Skill in properly applying building codes and ordinances.
 - I. Skill in maintaining records and files, both paper and electronic.
 - J. Skill in interpersonal and customer relations and conflict management.
 - K. Skill in analyzing difficult situations and handling controversy.
 - L. Skill in providing superior customer service.
 - M. Skill at critical analysis of alternate methods for compliance with policies, procedures, and regulations.
 - N. 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.
 - O. Skill in managing one's own time and the time of others.
 - P. Skill in completing assignments accurately and with attention to detail.
 - Q. Skill in mediation and dispute resolution.
 - R. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
5. Ability Requirements
- A. Ability to develop and maintain effective working relationships with City employees, outside agency representatives, and the public.
 - B. Ability to explain complex construction and process requirements to industry professionals and laypeople.
 - C. 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.
 - D. Ability to develop innovative solutions to problems.
 - E. Ability to lead teams to accomplish division goals and objectives, and to persuade people to work towards alternative and innovative solutions to problems.
 - F. Ability to set and reset work priorities, organize work, and meet deadlines under pressures of time constraints and conflicting demands.
 - G. Ability to exercise independent judgment and take responsibility for one's actions.
 - H. Ability to analyze and project consequences of decisions and/or recommendations.
 - I. Ability to understand legal descriptions, building and civil plans, codes, and ordinances.
 - J. Ability to operate architectural and engineering scales and to perform accurate mathematical calculations as necessary to review plans.
 - K. Ability to understand and follow verbal and written instructions.
 - L. Ability to read and interpret complex legal regulations.
 - M. 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.
 - N. Ability to provide prompt, efficient, and responsive service.
 - O. 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.

- P. Ability to communicate and interact effectively with members of the public.
- Q. Ability to communicate effectively both orally and in writing.
- R. Ability to recognize, analyze, and solve a variety of problems.
- S. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- T. Ability to handle difficult and stressful situations with professional composure.
- U. Ability to work successfully as a member of a team and independently with minimal supervision.
- V. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees in conjunction with the supervisor.
- W. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- X. Ability to enforce safety rules and regulations.
- Y. Ability to maintain confidential information.
- Z. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- AA. Ability to exercise sound judgment in making critical decisions.
- BB. Ability to attend work as scheduled and/or required.

Physical Demands

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above.

Work Environment

The work environment involves moderate risks or discomforts requiring special safety precautions (e.g., working around moving parts, carts, or machines, or with contagious diseases or irritant chemicals). Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves, or shields.

HR: HD	Union: Basic	EEOC: Technicians	CSB:	Class No: 1757
WC: 8810	Pay:	EEOF: Housing	CC:	Resolution:
<i>Job title change from Permitting Services Leadworker</i>				

PERMITTING SERVICES LEADWORKER
Permitting Services Administrator

SUMMARY/PURPOSE

Under the supervision of the ~~Permit Process Supervisor~~, Construction Services Manager, to direct and coordinate the work of ~~Land Use Technicians and Plans Examiners~~ the permitting services work group in the Construction Services & Inspection Division to deliver excellent customer service, consistent code administration, efficient permitting and review processes, and proper documentation related to division activity.

SUPERVISION RECEIVED

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments, including suggested work methods or advice on source material available. As a deputy of the Building Official, this position supports the Building Official's policies and interpretations.

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees or projects that require delegation and direction over the work of others.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Determine priorities, assign work to personnel, collaborate to develop efficient workflows, and coordinate schedules to facilitate timely completion of work and fulfillment of department goals and objectives.
2. Establish standards for exemplary customer service, which provides complete accurate information and convenience to customers, delivered with patience, respect, and professionalism.
3. Establish work standards and guidelines, which facilitate effective enforcement of applicable regulations while providing flexibility in their administration.
4. Perform the duties of ~~Land Use Technician~~ the Construction Services Permit Coordinator or Plans Examiner.
5. Establish work standards and guidelines, which maintain data and information consistently.
6. Gather data and report performance measures.
7. ~~Assist in the hire, transfer, suspension, or discharge~~ Monitor work of assigned personnel.
8. ~~Establish work standards and evaluate the~~ ensure that their work product is in alignment with the Building Official's interpretations of employees.
9. ~~7. Monitor work sites~~ the state building code to ensure compliance with established methods, guidelines, and procedures.
10. ~~Train personnel in correct and safe operating procedures.~~
8. Lead group discussions and training sessions to advance knowledge of codes, processes, and best work practices.
9. Assist permitting services staff to navigate difficult interactions and solve problems using established policies and customer service skills.
11. ~~10. Recommend adjustments or other actions in employee grievances.~~
12. ~~11. Disseminate information to employees and the public~~ through bulletins and other communications.
12. Addresses complex complaints, disputes, violations, and regulatory interpretation for the division and for designers, builders, and the public.
13. Serve as a technical expert, conduct presentations, and provide information to other City divisions, contractors, engineers, architects, and the public regarding codes, ordinances, and proper methods governing building design and construction work.
14. Coordinate with other work groups to establish effective workflows.
15. Report to supervisor on activities of permitting services work group.
16. Participate in development of division policies and procedures.

17. Perform 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. 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.
19. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
20. Provide training on new or modified procedures and policies to all affected parties.
21. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
22. Provide input on decisions regarding the hiring processes, onboarding procedures, and discipline of personnel.
23. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
24. 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 below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. ~~Two (2) years of experience as a City of Duluth Land Use Technician OR~~ minimum of two (2) years of experience as a City of Duluth, Construction Services Permit Coordinator or Plans Examiner; AND
 - B-A. ~~Two (2) years of documented experience providing exemplary customer service and verifiable professional experience which demonstrates the knowledge, skills, and abilities described below to include leading teams.~~
2. License Requirement Requirements
 - A. ~~Meet and maintain certification~~ Maintain required for either City of Duluth Land Use licenses throughout employment in the position:
 - A- Certification as an ICC Certified Permit Technician or City of Duluth prior to hire ; OR
 - certification as an ICC Residential Plans Examiner R2 within two (2) years of hire; OR
 - certification as an ICC Certified Plans Examiner B3 or MN Certified Building Official prior to hire.
3. Knowledge Requirements
 - A. Possess the knowledge requirements for City of Duluth ~~Land Use Technician~~ OR Construction Services Permit Coordinator or City of Duluth Plans Examiner.
 - B. Knowledge of code administration processes.
 - C. Knowledge of City of Duluth zoning ordinances and regulations.
 - B-D. Knowledge of effective team leadership principles.
 - C-E. Knowledge of the principles of technical writing.
 - F. Knowledge of effective training and coaching practices.
 - G. Knowledge of contractor licensing regulations.
 - H. Knowledge of problem-solving and conflict-resolution techniques.
 - I. Knowledge of applicable safety requirements.
 - J. Knowledge of, or the ability to learn, City policies and procedures.
 - K. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - L. Knowledge of effective leadership and personnel practices.

M. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.

4. Skill Requirements

- A. 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 multitasking methods and techniques.
- 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 communicating effectively in writing when documenting actions and maintaining records.
- 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.
- ~~H. Skill in the operation of personal computers and applicable software applications, scanners, and other automated office equipment.~~
- ~~I-H. Skill in properly applying building codes and ordinances.~~
- ~~J-I. Skill in maintaining records and files, both paper and electronic.~~
- ~~K. Skill in interpersonal and customer relations and conflict management.~~
- ~~L. Skill in analyzing difficult situations and handling controversy.~~
- ~~M-J. Skill in providing superior customer service.~~
- ~~N-K. Skill at critical analysis of alternate methods for compliance with policies, procedures, and regulations.~~
- L. 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.
- M. Skill in managing one's own time and the time of others.
- N. Skill in completing assignments accurately and with attention to detail.
- O. Skill in mediation and dispute resolution.
- P. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

5. Ability Requirements

- A. Ability to develop and maintain effective working relationships with City employees, outside agency representatives, and the public.
- B. Ability to develop innovative solutions, explain complex construction and process requirements to problems, industry professionals and laypeople.
- B-C. Ability to provide a high standard of public service in the form of clear, efficient, consistent, and timely communication with the public, contractors, architects, engineers, and others in the community.
- ~~C-D. Ability to lead teams to accomplish division goals and objectives, and to persuade people to work towards alternative and innovative solutions to problems.~~
- ~~D-E. Ability to set and reset work priorities, organize work, and meet deadlines under pressures of time constraints and conflicting demands.~~
- ~~E. Ability to exercise independent judgment and take responsibility for one's actions.~~
- F. Ability to analyze and project consequences of decisions and/or recommendations.
- G. Ability to understand legal descriptions, building and civil plans, codes, and ordinances.
- H. Ability to operate architectural and engineering scales and to perform accurate mathematical calculations as necessary to review plans.

- I. Ability to understand and follow verbal and written instructions.
- J. Ability to read and interpret complex legal regulations.
- K. 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.
- ~~L. Ability to provide prompt, efficient, and responsive service.~~
- L. 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.
- M. Ability to communicate and interact effectively with members of the public.
- N. Ability to communicate effectively both orally and in writing.
- O. Ability to recognize, analyze, and develop innovative solutions to a variety of problems.
- P. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- Q. Ability to handle difficult and stressful situations with professional composure.
- R. Ability to work successfully as a member of a team and independently with minimal supervision.
- S. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees in conjunction with the supervisor.
- T. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- U. Ability to enforce safety rules and regulations.
- V. Ability to maintain confidential information.
- W. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- X. Ability to exercise sound judgment in making critical decisions and take responsibility for one's actions.

6. ~~Physical Ability Requirements~~

- A.Y. Ability to attend work on a regularly as scheduled basis and/or required.
- ~~B. Physical Ability to transport oneself to, from, and around construction sites within the City of Duluth.~~
- ~~C. Ability to occasionally lift and carry articles such as dockets, ledgers, plans, and specifications weighing up to 40 pounds.~~
- ~~D. Ability to use a ladder to retrieve stored records.~~

Demands

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above.

Work Environment

The work environment involves moderate risks or discomforts requiring special safety precautions (e.g., working around moving parts, carts, or machines, or with contagious diseases or irritant chemicals). Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves, or shields.

HR: <u>MSHD</u>	Union: Basic	EEOC: Technicians	CSB: 06/02/2015	Class No: 1757
WC: 8810	Pay: 32	EEOF: Housing	CC: 06/15/2015	Resolution: 15-0340R
<u>Job title change from Permitting Services Leadworker</u>				