

## **PERMITS COORDINATOR III**

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**Department:** Public Works                      **Reports To:** Permits and Planning Supervisor  
**Division:** Permits                                      **Location:** Administration Building  
**FLSA Status:** Non-Exempt                      **Classification:** Full-Time/Civil Service  
**Approved By:** Public Works Administrator   **Date of Approval:** October 2002  
**Pay Grade Level:** 7

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### **JOB SUMMARY**

Responsible for the management and supervision in the acceptance of applications, receipt of applicable fees, processing, and issuance of Lafourche Parish development permits, certificates of exemption, bingo licenses, and fireworks licenses, by performing the following duties.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The essential duties and responsibilities include the following:

- Manages the acceptance of applications and fees for development permits, as required under the Lafourche Parish Flood Prevention Ordinance; processes applications for permits to construct and/or locate structures within the Parish, reviews and ensures that all necessary information for proper handling is provided on the application; determines floodplain designation and minimum base flood elevation requirements. Advises applicants, either personally or through the actions of subordinate personnel, of minimum elevation requirements for construction
- Determines work procedures, prepares work schedules, and expedites workflow; studies and standardizes procedures to improve efficiency and effectiveness of operations; issues written and oral instructions; assigns duties and examines work for accuracy and conformity with established policies and procedures
- Reviews applications for conformity with all applicable Lafourche Parish, State, and Federal development ordinances, and advises applicant either in writing or by telephone of deficiencies and required actions to be taken by the applicant to effect compliance
- Notes instances of noncompliance on plans and applications and suggests modifications to bring plans into compliance
- Approves and issues permits
- Directs the inspection of buildings and sites to ensure construction/activity is in compliance with the terms and conditions of the issued permits

- Prepares and submits reports detailing items of noncompliance to permit holder for correction
- Completes or requisitions studies to improve or update development ordinances and codes
- Testifies at hearings regarding permitting and compliance activities
- Provides regulatory information to citizens planning an activity that is regulated by Lafourche Parish, State, and Federal codes and ordinances
- Ensures the completion of reports and maintenance of the comprehensive records of all permitting and licensing activities for use by administrative and judicial authorities
- Monitors the authorization of the connection of utilities by appropriate utility provider on construction/activities that have fully complied with applicable regulatory provisions
- Monitors all fees collected, properly accounts for receivables, and forwards monies collected and accompanying reports to the Finance Department
- Manages and performs the review, processing, and issuance of bingo licenses
- Serves as the Community Rating System (CRS) program coordinator, and ensures that all program activities are completed in accordance with program guidelines for participation
- Serves as the Floodplain Administrator in the issuance of flood zone designations and elevation requirements
- Compiles and analyzes data on the economic, social, and physical factors affecting construction activities, and prepares or requisitions reports on data
- Oversees the maintenance of the database of all parish permitting activities to ensure that files and records remain current and that the Parish maintains compliance with terms and conditions of participation in the National Flood Insurance Program
- Receives and resolves complex and sensitive complaints/questions/concerns received from applicants for permits issued within the Division, state and federal agencies, contractors, property owners, elected officials, and departmental supervisors regarding permitting activities and compliance with the Parish development ordinances
- Analyzes and organizes office operations and procedures such as preparation of payrolls, personnel, information management, filing systems, requisition of supplies, and other clerical services
- Maximizes office productivity through proficient use of appropriate software applications
- Researches and develops resources that create timely and efficient workflow

Other duties may be assigned.

## **ADDITIONAL RESPONSIBILITIES**

- Prepares legislative documents required for revision to the various development ordinances
- Routinely interprets the Lafourche Parish Flood Insurance Rate Maps
- Assists in the preparation of the annual budget
- Assists in the completion of annual audit by retrieving departmental documents
- All parish government employees in a declared emergency shall be considered essential personnel

## **SUPERVISORY RESPONSIBILITIES**

Supervises clerical employees in the Permits Division. Carries out supervisory responsibilities in accordance with Lafourche Parish Government policies and procedures and applicable laws of the State of Louisiana.

## **COMPETENCIES**

To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Maintains confidentiality.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

## **QUALIFICATIONS**

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, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with

disabilities to perform the essential functions. Jobholders must be legally able to work in the United States.

**Education and Experience.** Associate degree or higher from college or university or a certificate of completion from a technical school; and five (5) years related experience and/or training; or equivalent combination of education and training in the administration of public regulatory programs. Must possess the ability to exercise independent judgement within established systems and procedures. Extensive knowledge of Lafourche Parish, State, and Federal laws and regulations regarding building and development, especially as it relates to the regulatory requirements of the National Flood Insurance Program and associated floodplain management requirements required.

**Language Skills.** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, legal documents, building plans and specifications and/or governmental regulations. Ability to write reports, business correspondence, and procedures manuals. Ability to effectively present information and respond to questions from groups of managers, employees, representatives of federal and state agencies, elected officials, and the general public.

**Mathematical Skills.** Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**Reasoning Ability.** Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**Certificates, Licenses, Registrations.** Must possess a valid Driver's License and must obtain a valid Louisiana Driver's License within 30 days of employment.

## **OTHER SKILLS AND ABILITIES**

- Must possess the capability to learn the technical and professional methods, practices, and procedures in the proper administration of a comprehensive parish regulatory program; must have knowledge of appropriate management and supervisory skills to supervise assigned personnel; and, basic abilities in the operation of personal computers, typewriters, calculators, copy machines, and fax machines; basic knowledge of computer word processing software (Corel WordPerfect 7.0., Excel 7.0, Quattro Pro 8, and Lotus 123, preferred), business English, spelling, punctuation, and methods and techniques in record keeping and filing systems.
- Must possess the ability to establish and maintain effective working relationships with developers, architects, engineers, and the general public; and work under stressful conditions and with frequent interruptions.
- Ability to deal courteously and effectively with the public, governmental officials, and other employees of the Lafourche Parish Government.

## **PHYSICAL DEMANDS**

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

accommodations will be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, walk, stand, use hands to finger, handle, or feel; reach with hands and arms; and talk and hear; The employee must occasionally lift and/or move up to 15 pounds, stoop, climb, and balance. Specific vision abilities required by this job include close vision, distance vision, depth perception, color vision, and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is normally moderate and occasionally noisy.