POSITION: Permit Coordinator

DEPARTMENT: Engineering

SALARY: M4 $48,268 - $54,358 Hourly

HOURS: Monday – Friday 8:00am to 4:30pm

**Job Summary:** Employee is responsible for receiving, reviewing, commenting, and approving as to form street opening, trench opening, and access and/or obstruction permit applications for public and private utilities, contractors, developers or residents of the Town in accordance with DIG SAFE regulations and to ensure work zone safety, traffic control, and pedestrian safety. Employee is also responsible for filing, tracking and reviewing to form engineering review of permits from other department such as building permits, grant of locations, zoning board of appeals, planning board and general plan submittals and/or permit applications for public and private utilities, contractors, developers and residents. Employee is required to perform all similar or related duties as directed by the department head.

**Supervision Required:** Under general supervision of the Development and Permitting Engineer. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee’s work are applied to an extent sufficient to keep the supervisor aware of progress, and to insure that completed work and methods used are technically accurate and that instructions are being followed.

**Supervisory Responsibility:** Employee, as a regular and continuing part of the job, is not required to supervise any Town employees.

**Confidentiality:** Employee has access to confidential information on a regular basis in accordance with the State Public records Law such as law suits and department records.

**Judgment:** Numerous standardized practices, procedures or general instructions govern the work performed and in some case may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice or procedure, regulation or guideline.
**Complexity:** The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

**Work Environment:** Working conditions involve exposure to intermittent machine or related noise or a combination of unpleasant elements such as odors, chemical fumes, dust, smoke, heat, cold, oil, dirt or grease. Work may involve occasional work at heights or in confined or cramped quarters, or work around machinery and its moving parts.

**Nature and Purpose of Relationships:** Relationships are primarily with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with uncooperative or uninformed persons.

**Accountability:** Consequences of errors, missed deadlines or poor judgment may include adverse public relations, legal repercussions, monetary losses, or jeopardize programs.

**Occupational Risk:** Duties generally do not present occupational risk to the employee. Personal injury could occur as a result of the employee’s failure to properly follow safety precautions or procedures such as wearing protective clothing or hard hats when accessing construction work sites. Examples of injury include bruises from falls, cuts or burns, or muscular strains while accessing rough terrain at construction work sites.

**Essential Functions:**

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Receives, reviews, processes, and approves (as to form) street, trench, and obstruction permit applications.
2. Ensures that safety signage and/or traffic controls are identified for use and furnished by the applicant in accordance with DIG SAFE and Excavation & Trench Safety regulations, work zone safety, traffic control, pedestrian safety, applicable licenses, bonds, insurance certificates and other applicable project specific information.
3. Employee is responsible for filing, tracking and reviewing to form engineering review of permits from other department such as building permits, grant of locations, zoning board of appeals, planning board and general plan submittals and/or permit applications for public and private utilities, contractors, developers and residents.
4. Serves as the primary contact for application procedures and policies for contractors, Public Works personnel, Police and Fire Department personnel and the public.
5. Maintains a detailed database, tracking permit status, maintains plans and other related construction documents pertinent to permit applications and approvals; prepares written reports on program and project performance as required.
6. Coordinates and assigns inspection of trench cuts, temporary pavement and final restorations to the Department’s Utility Inspectors.
7. Sets bond amounts in accordance with department guidelines and receives and accounts for permit fees and bond monies.
8. Develops and tracks program and project budgets, schedules, work plans, labor utilization, and cost estimates/projections.
9. Assist the Division with general administrative office and front counter customer support as well as handling special assigned projects that may consist but not limited to record research, filing and copying.

**Recommended Minimum Qualifications:**

**Education and Experience:** Associates Degree and three to five (3-5) years of prior work experience in the construction field; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

**Special Requirements:** Valid Class D Motor Vehicle Operator’s License

**Knowledge, Abilities and Skill**

Knowledge: Working knowledge of applicable state, local and federal laws and/or regulations and department practices pertaining to the issuance of permits for street openings, trench openings, access and obstruction permits; knowledge of DIG SAFE, work zone safety, traffic control and pedestrian safety requirements; knowledge of the Town’s geography and street infrastructure. Working knowledge of personal computer and office software (i.e. word processing and spread sheet applications).

Abilities: Ability to interpret and enforce state, local and federal regulations in an impartial manner. Ability to manage multiple tasks in a detailed and effective manner; ability to deal tactfully with disgruntled members of the public; ability to establish effective working relationships with department staff, professionals, property owners, designers, contractors, subcontractors, and other regulatory agencies.

Skill: Proficient customer service skills; proficient oral and written communication skills; efficient data processing skills.

**Physical and Mental Requirements**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position’s essential functions*

**Physical Skills:** Work requires some agility and physical strength, such as moving in or about construction sites or over rough terrain, or standing or walking most of the work period. Occasionally, work may require lifting, pushing, or pulling objects such as department equipment and carrying them.
**Motor Skills:** Duties are largely mental rather than physical, but the job may require minimal motor skills for activities such as accessing rough terrain and construction sites, operating a telephone system, computer and/or most other office equipment, typing and/or word processing, filing, sorting of papers and operating a motor vehicle.

**Visual Skills:** Employee is constantly required to read documents for general understanding and for routinely for analytical purposes. Must be able to routinely determine color differences.

Please visit our website:

https://ess.framinghamma.gov/MSS/employmentopportunities/default.aspx

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