

CITY OF FORT WAYNE JOB POSTING

Applicants and Employees must meet duties/essential functions and minimum requirements.

| | | | |
|---------------------|---------------------------------|-------------------|--------------------------------|
| Job Vacancy: | Permit Specialist | Department: | Development Services |
| Requisition Number: | 2021240 | | |
| Hours: | 7:30 a.m. – 4:30 p.m., may vary | Rate of Pay: | \$20.3390 - \$28.0678 per hour |
| Date Posted Up: | 10/13/2021 | Date Posted Down: | Until Filled |
| Time Up: | 8:00 a.m. | Time Down: | |

SUMMARY

Working under the direction of the Program Manager and Manager, successful candidate assists in the facilitation and coordination of the activities of the Inspection & Permitting Services program in accordance with established utility policies, procedures and regulations. The successful candidate has frequent contact with internal and external departments and staff, the general public, homeowners, property owners, developers, builders, engineers and/or contractors for the purpose of providing information; performing research; responding to questions; solving problems; providing costs; collecting/processing fees; and/or processing applications and account initiations for connection to the water, sanitary sewer and stormwater drainage systems. The successful candidate regularly references and interprets legal/contractual documents such as mortgage agreements; promissory notes; insurance documentation; temporary service agreements; developer contracts; professional service agreements; rules & regulations; reporting; and memorandums of understanding. The successful candidate also assists department staff during plan reviews, as needed, or special projects as it specifically relates to providing comments for applicable water tap fees; sanitary sewer tap inspection fees; area connection fees; and/or water meter set requirements. The successful candidate is expected to exercise good judgment, independence, initiative, and professional expertise in conducting day-to-day operations. All work duties and activities must be performed in accordance with the City and Utility's safety rules and operating regulations, policies and procedures as well as federal, state, and local regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the ability to interact with the public, City staff, customers, stakeholders, and outside agencies with patience, tact, respect, and professionalism and the following. Other duties may be assigned.

- Responsible for answering heavy call volume for the Inspection & Permitting Program;
- Calculates, communicates, collects, processes, and documents all utility related department fees including; but not limited to: engineering fees; contract assessment and/or contract reimbursement fees; connection and tap-in fees; construction water fees; water and sewer disconnect fees; permanent water disconnect fees; hydrant relocation fees; main lowering fees; sewer area connection fees; water availability fees; sewer repair program fees; and recording fees;
- Prepares requests to the Program Manager for the approval of refunds for applicable overpayment or for any monies owed via contract reimbursements commitments of any utility / department related fees;
- Maintains and updates program and department files; various software system applications; system records, other relevant tracking systems and/or databases that are specifically related to the Inspection & Permitting program transactions; and/or water, sanitary sewer and/or stormwater developer contract fees;
- Processes City Utilities Meter Reports as distributed by the Allen County Building Department on a daily basis; including initiating applicable new water service type accounts (Domestic and/or Irrigation);
- Initiates service requests / work orders to Water Maintenance & Service Department for the

- installation of new water taps, and/or water tap disconnections;
- Initiates, processes all new residential and commercial accounts for billing for the following account service types: Add Sewer to Water; Add Water to Sewer; Domestic Water; Fire Service; Irrigation; Sewer; and, Water and Sewer;
- Processes Fire Service Account requests received from City Utilities Engineering staff members;
- Processes, dispatches, and reports all requests for tap inspections related to water disconnects, stormwater/special use taps, sewer tap repairs, and new sewer taps for both City Utilities and Allen County Regional Water Sewer District project areas;
- Enters water, sanitary sewer, and stormwater tap location measurement data in applicable department system records; and responds to water and/or sanitary sewer tap measurement requests; providing applicable measurement detail;
- Researches City Interactive Map and other applicable GIS sources to locate and determine availability of water and sewer for customers and/or forwards pertinent information to other department employees for further investigation and response;
- Answers requests related to the Meter-On-A-Well Program and maintains data tracking of the requests;
- Processes Board of Public Works accepted developer contract items to include data entry of properties as part of subdivisions and/or City and/or Allen County Regional Water Sewer District septic elimination projects; and project close out items;
- Performs data entry updates to maintain the ArcGIS/ArcMap Contract Reimbursement database, entering applicable properties that involve a contract assessment and/or reimbursement commitment;
- Processes Daily Fees Collected Summary (Cash Receipt) reporting; including but not limited to ensuring transactions processed and funds received balance with reporting for deposit; and funds and reports are delivered to City Utilities Customer Service Cashiers for finance and deposit processing each day;
- Assists Program Manager and/or other program staff with Septic Elimination Program related functions from Board of Public Works acceptance of a project to properties connecting to the sewer system;
- Prepares and records mortgage agreements, promissory notes, insurance documentation, and annexation waivers; including but not limited to updating system records with recorded documents;
- Assists Program Manager and/or other program and/or department staff with WPCM Sewer Repair Program transactions; and, recording of Temporary Service Agreements;
- Assists Program Manager with Inspection and Permitting program work instruction development and/or revisions to remain current with existing protocols;
- Assists Program Manager with compiling data, reports and responses related to Inspection and Permitting program inquiries and/or performance as needed;
- Assists Program Manager and/or other staff with sewer capacity tracking as needed;
- Scans, uploads, and indexes final-approved program documents and/or supporting program transaction documents to system records; including but not limited to purging program paper files; contract reimbursement files; data entry and indexing into Accela and Application Xtender (AppXtender) systems.

PERFORMANCE EXPECTATIONS

The incumbent is responsible to manage their performance in accordance with this job description and the performance expectations provided to them by management. If at any time the incumbent is unsure of their role or specific responsibilities, it is the incumbent's responsibility to refer to their job description and ask for clarification from their supervisor. Management will work with the incumbent, as needed, to ensure performance expectations are clearly communicated and performance goals are achieved.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

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

EDUCATION and/or EXPERIENCE

- Associate's degree (A.S.) and one year related experience; or equivalent combination of education and experience preferably in Business Administration, Public Administration, Civil Engineering Technology, Construction Technology, or completion of equivalent course of study from two-year College or technical school;
- Six (6) months practical experience with word processing, spreadsheet, and database software;
- Proficiency in the use and customization of typical computer software programs including but not limited to Microsoft Office (Word, Excel, and Outlook are required);
- Must be computer literate, effectively utilizing standard and specialized office software and systems in the performance of duties including but not limited to Accela, ArcMap/GIS, Application Xtender, Laredo, CIS and PMIS;
- Ability to establish and maintain professional and effective working relationship with builders, developers, contractors, engineers, internal/external staff members, and the general public.

LANGUAGE SKILLS

Ability to read, analyze, and interpret standardized rules, technical procedures, and governmental regulations. Ability to write routine reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from management, coworkers, customers, and the general public.

REASONING ABILITY

Ability to apply common sense understanding to interpret and carry out a variety of instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to adapt to various duties involving diverse procedures. Ability to collect data, establish facts and define problems for resolution by management.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Indiana Driver's License if a City vehicle is used.

PHYSICAL DEMANDS

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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, sit and walk. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions; to fumes or airborne particles; and to moving vehicles. The noise level in the work environment is usually moderate.

Applications may be submitted on-line at www.cityoffortwayne.org or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1st Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m. Applicants must be 18 years of age or older. Applicants must be 21 years of age or older to hold a CDL with the City of Fort Wayne. Reasonable accommodations for person with a known disabling condition will be considered in accordance with State and Federal Law.

(Those individuals who accept employment with the City and live outside one of the six contiguous Indiana counties that border Allen County (DeKalb, Whitley, Noble, Huntington, Wells, and Adams) will have six (6) months from their start date to become residents of either Allen County or one of the six counties listed above. Policy and Procedure Number 204 Page: 1 of 1)

Equal Opportunity Employer

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.