

**DIVISION OF INDUSTRY SERVICES
LICENSE PERMIT PROGRAM ASSOCIATE**

POSITION SUMMARY

Under the general supervision of the Program Assistant Supervisor, Industry Services Division, this position is responsible for providing programmatic support services for plan review of commercial buildings, HVAC, products, plumbing systems, building components, erosion control, fire suppression, fire alarm, swimming pools, lighting and petitions. This position requires the ability to schedule and track for plan reviews, application review, data maintenance, project research, incoming and outgoing plan processing and a working knowledge of regulated objects and web applications. This position provides information services for the Industry Services Division customers via phone, fax, email and walk-in traffic.

GOALS AND WORKER ACTIVITIES

70% A Direct Programmatic Support for the Plan Review Function

- A1.** Receive plan review, building component, petition applications or submittals evaluating application form for completeness using standard verification criteria and determining appropriate fees and scheduling. This requires code knowledge of submittal requirements.
- A2.** Provide programmatic support for standardized processes associated with the Division of Industry Services plan review function including coordinating activity with technical and professional staff and plan entry staff from regional offices.
- A3.** Enter baseline data manually or through the use of acceptance of customer Web Scheduler requests into the database during initial contact with customer. This may require creating a new site, facility, customer or regulated object and making associations for plan review transactions.
- A4.** Communicate with customer to resolve issues regarding application or submittal materials to correct discrepancies in status.
- A5.** Prepare written communication to the customer which would include appointment confirmation, approval or rejection letters.
- A6.** Account for monies through a voucher system and/or cash tally providing a balanced fee report on a daily basis.

20% B Programmatic Support for Plan Entry

- B1.** Coordinate the review of Petition for Variance applications by researching and determining the need for retrieval of historical information related to the project, making the proper assignments and determining if the petition is precedent or non-precedent setting.
- B2.** Process the Permission to Start submittal determining all applications, fees and signatures are complete and notification of the customer within a critical timeframe.
- B3.** Enter accurate initial customer data into the database, update information and maintain electronic files of program related data necessary to the operation of the program.
- B4.** Respond to all customer needs and inquiries providing accurate and comprehensive program information and other related assistance via written or oral communication.

5% C General Office Responsibilities

- C1.** Assist in the training of other employees in departmental procedures and operations.
- C2.** Maintain a neat and well organize office making sure the necessary tools for a smooth operation are in place.

5% D Assist in other duties and projects as assigned accurately and within expected timelines.

Knowledge, Skills and Abilities

- Knowledge of and ability to use effective written and oral communication skills.
- Knowledge of DSPS website functions, internet, database software and other types of applicable software.
- Ability to use a computer and Microsoft Office software.
- Skill in multi-tasking and prioritizing work.
- Skill in interpersonal relations.
- Knowledge of and ability to process and complete program forms and applications.
- Skill in organizing resources and establishing priorities.
- Understanding of administrative law, statutes and rules related to the department.
- The ability to work as a team.
- The ability to analyze and solve customer issues.