



**REGULAR MEETING NOTICE/AGENDA
THE CIVIL SERVICE COMMISSION
9:30 A.M. – August 15, 2023**

NOTICE IS HEREBY GIVEN by the City of Spokane Civil Service Commission, that a regularly scheduled meeting of the Civil Service Commission will be held on August 15, 2023, commencing at 9:30 A.M. in the City Council Chambers – Lower Level of City Hall (808 W. Spokane Falls Blvd., Spokane WA, 99201). The purpose of the meeting is to conduct the monthly commission meeting and to discuss other matters as reflected on the attached agenda.

The meeting will be conducted in-person and open to the public with commission members, staff and presenters attending in-person. All meetings will be streamed live on Channel 5.

Oral public comment will be accepted at the meeting for agenda items to be decided by the Commission, excluding hearing items. Individuals who want to provide oral comment at this time but are unable to physically attend the meeting shall contact the Commission at civilservice@spokanecity.org to request by 5:00 P.M. the day before the meeting, (Monday, August 14, 2023) so the Commission can make arrangements for you to participate telephonically at the meeting.

DATED THIS 26th day of July 2023.

AMERICANS WITH DISABILITIES ACT (ADA) INFORMATION: The City of Spokane is committed to providing equal access to its facilities, programs and services for persons with disabilities. The Spokane City Council Chamber in the lower level of Spokane City Hall, 808 W. Spokane Falls Blvd., is wheelchair accessible and is equipped with an infrared assistive listening system for persons with hearing loss. Headsets may be checked out (upon presentation of picture I.D.) at the City Cable 5 Production Booth located on the First Floor of the Municipal Building, directly above the Chase Gallery or through the meeting organizer. Individuals requesting reasonable accommodations or further information may call, write, or email Risk Management at 509.625.6221, 808 W. Spokane Falls Blvd, Spokane, WA, 99201; or m_lowmaster@spokanecity.org. Persons who are deaf or hard of hearing may contact Risk Management through the Washington Relay Service at 7-1-1. Please contact us forty-eight (48) hours before the meeting date.



AGENDA

REGULAR MEETING OF THE CIVIL SERVICE COMMISSION

9:30 A.M August 15, 2023

CITY HALL – CITY COUNCIL CHAMBERS

LOWER LEVEL CITY HALL

808 W. SPOKANE FALLS BLVD., SPOKANE, WA 99201

1. CALL TO ORDER/ROLL CALL

2. APPROVAL OF MINUTES

- a. July 18, 2023 Minutes (pg. 3)

3. CHIEF EXAMINER UPDATE

4. NEW BUSINESS

- a. Supported Employment Program presentation (pg. 4)
- b. Resolution 2023-03: Classification Action (pg. 15)

5. OTHER BUSINESS

6. ADJOURN

Note: The meeting is open to the public, with the possibility of the Commission adjourning into executive session.



Civil Service Commission

REGULAR MEETING OF THE CIVIL SERVICE COMMISSION

Minutes - July 18, 2023

1. CALL TO ORDER/ROLL CALL

Meeting called to order at 9:30am

All commissioners were present except Commissioner Hult who has an excused absence.

2. APPROVAL OF MINUTES

- a. May 16, 2023 Minutes

MOTION: I move to approve the minutes.

Palmerton/Gilmore: Motion passed unanimously.

3. CHIEF EXAMINER UPDATE

Chief Examiner Pearson gave updates on Civil Service.

- a. Rule Review – Final meeting last week, taking a break during summer, will come back in the fall to finalize and present to the Commission.
- b. Quarterly Status update – 39 recruitments, 21 recruitments open, 119 requisitions filled with 26 being with Police or Fire.
- c. Public Safety Free Testing for Police on September 9th 2023.
- d. Second round of Firefighter hiring coming next week.
- e. Annual Supported Employment will be coming in September.
- f. Remembering former Civil Service Commissioner, Ivan Bush.

4. NEW BUSINESS

- a. Marketing Coordinator Introduction and presentation
- b. Presentation of Annual Report

MOTION: I move to approve

Palmerton/Stephens: Motion passed unanimously

5. OTHER BUSINESS

6. ADJOURN

Meeting adjourned at 9:35

MOTION: I make the motion to adjourn

Stephens/Palmerton: Motion passed unanimously

Note: The meeting is open to the public, with the possibility of the Commission adjourning into executive session.

ITEM 4A – Supported Employment Program Presentation

BACKGROUND

Elizabeth Caverly will be presenting on our Supported Employment Program.

No Commission action needed.



Civil Service Commission



SUPPORTED EMPLOYMENT PROGRAM

CITY OF SPOKANE



Civil Service Commission



INTRODUCTION



WHAT IS THE SUPPORTED EMPLOYMENT PROGRAM?

- The Supported Employment Program (SEP) is designed to provide reasonable accommodations for those with disabilities to gain permanent employment with the City of Spokane.
- This is a special hiring authority that allows for a waiver of the competitive examination process for eligible individuals with disabilities to obtain full-time employment in classified jobs.
- The Civil Service examination process can pose a barrier to individuals with certain types of disabilities. Our Supported Employment Program is designed to remove that barrier without undermining the integrity of the merit system.

DOCUMENTATION

Proof of Eligibility Letter

CITY OF SPOKANE CIVIL SERVICE: SUPPORTED EMPLOYMENT PROOF OF ELIGIBILITY
MUST BE ON OFFICIAL LETTERHEAD AND INCLUDE A SIGNATURE

DATE:

FROM:

To: Civil Service SEP Placement Coordinator

This letter serves as certification that [name of patient/applicant] is an individual with a disability for consideration under City of Spokane Civil Service Rule V, Section 11 Supported Employment Exception for persons with disabilities.

I certify [name of patient/applicant] is an individual:

- 1) Who has a physical or intellectual impairment which substantially limits one or more major life activities, and which would cause participating in a civil service examination impracticable¹; and
- 2) Who has a record of such impairment. The impairment must be material rather than slight; static and permanent in that they are seldom fully corrected by medical replacement, therapy, medication, or surgical means; and
- 3) Who is considered to be job-ready for the approved positions listed on the Certification of Job Readiness Form².

I may be contacted at:

Printed Name

Signature

Organization street address, city, state, and zip

Phone Number

¹ Civil Service examinations can be written, physical fitness, performance, oral, or any combination thereof, depending on the classification.

² Certification of job readiness does not indicate applicant meets minimum qualifications, only that they are capable to perform the general functions of the classification.

Job Readiness Form

CERTIFICATION OF JOB READINESS FORM



Civil Service

Fair. Fast. Friendly. Forward.

Instructions: This form must be completed by a licensed medical professional, a licensed vocational rehabilitation specialist, or any agency that issues or provides disability benefits.

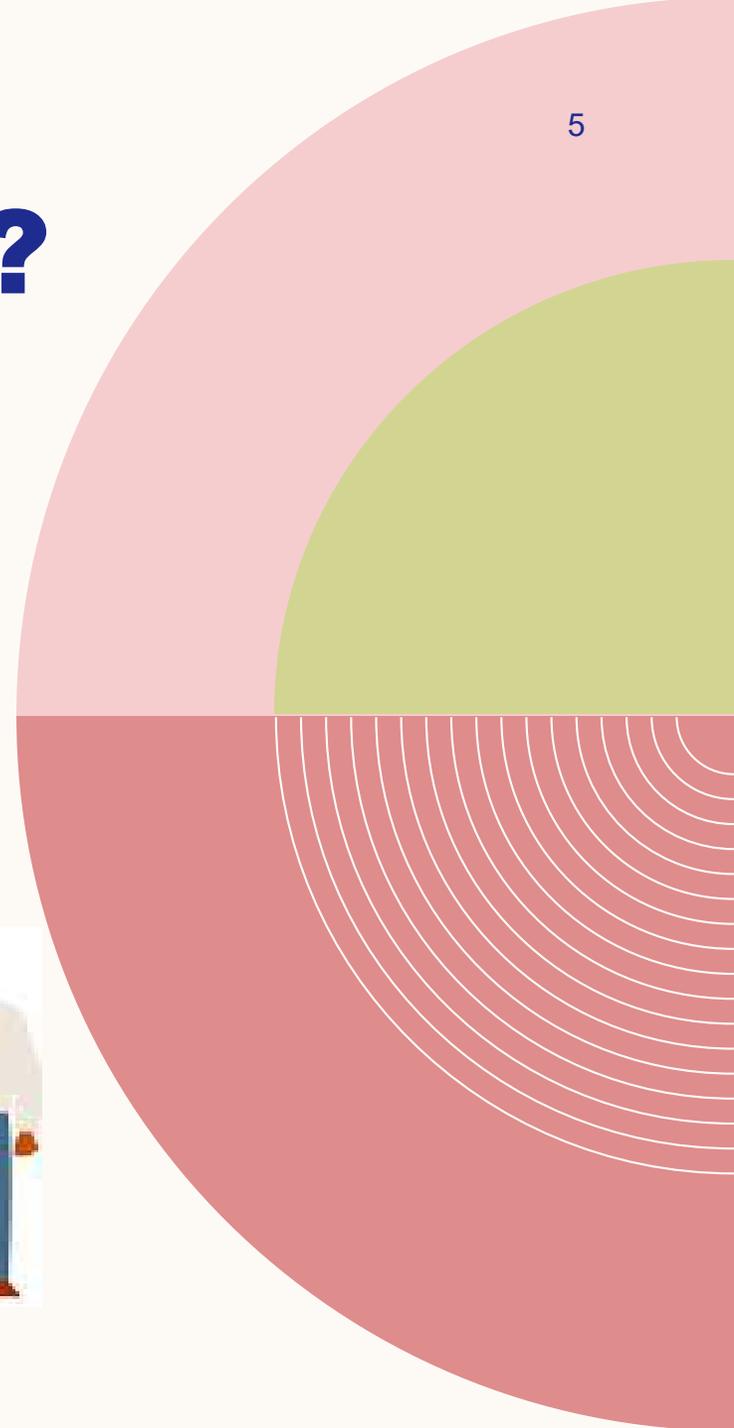
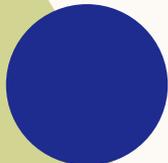
Provider – please review the job specifications below and check all positions that the applicant is certified as ready to perform. Please sign and date the last page.

Applicant – please submit this form with your application package.

Applicant Eligible: (Check all that apply)	TITLE	GENERAL FUNCTIONS	Tasks regularly require the following abilities. (with or without reasonable accommodation)
PROFESSIONAL			
	Accountant I	Professional level accounting work in the maintenance and review of fiscal records.	<ul style="list-style-type: none"> • Read standard text. • Speak and listen to normal speech in person and on the telephone. • Write legibly. • Operate standard office equipment. • Use a computer and keyboard. • Move about a work environment.
	Business Systems Analyst I	Information technology support work and administrative coordination, emphasizing the maintenance and general administration of specialized computer programs and business systems within a City department.	<ul style="list-style-type: none"> • Read standard text. • Speak and listen to normal speech in person and on the telephone. • Use hands to grasp, handle, or feel objects. • Reach with hands and arms, above the shoulders and below the waist. • Use a computer and keyboard. • Move about a work environment. • Stand or sit for extended periods of time.

WHO QUALIFIES FOR SEP?

- The Supported Employment Program is for individuals with disabilities seeking full time work, who:
 - Have an intellectual, developmental, or physical impairment which substantially limits one or more major life activities and would cause participating in a civil service examination impracticable.
 - The impairments must be static and permanent in that they are seldom fully corrected by medical replacement, therapy, medication, or surgical means.





CLASSIFICATIONS IN THE SUPPORTED EMPLOYMENT PROGRAM

Professional

- Accountant I
- Business Systems Analyst I
- Engineer in Training

Paraprofessional

- Education Coordinator
- Marketing Coordinator
- Assistant Procurement Specialist
- Assistant Planner I
- Recreation Aide

Technician

- Cash Accounting Clerk I
- Electronics Technical Aide

Administrative Support

- Clerk II
- Administrative Specialist
- Customer Service Assistant

Service/Maintenance

- Custodian I
- Laborer I
- Mail Courier

HOW CAN I SUPPORT THIS PROGRAM?

- Interview off an existing SEP list.
- Talk about the program with colleagues.
- Start a conversation with department leadership about the program.
- Breaking down the stigmas around disabilities.
- Participate in SEP events hosted by Civil Service to learn from other hiring professionals leading this work in our community.
- Foster and encourage a work culture of support, equity, and inclusion where all staff members feel engaged, valued, seen, and heard.





SUMMARY

Our Supported Employment Program has great potential, we are striving to improve it and spread the word. Help us, help you in providing job opportunities to individuals with disabilities. Let us enrich the City of Spokane by building a quality workforce of loyal, dedicated employees.

SUPPORTED EMPLOYMENT JOB FAIR

- On September 26th, we will be hosting a SEP job fair to connect job seekers and potential employers.
- Please join us at the HIVE at 10 am where we will have a donut bar, coffee, and a chance to win gift cards to local businesses.
- For Commission members please notify the Chief Examiner if you plan to attend.



The poster features a blue and white color scheme with a background image of a modern building. At the top, a blue banner contains the title 'Supported Employment JOB FAIR'. Below this, a central text block asks if the reader is a job seeker with intellectual and developmental disabilities looking for meaningful employment opportunities, and invites them to join the job fair. The date 'SEPT. 26th' is displayed in a large blue box. To the right, a circular photo of a man in a blue shirt and cap is shown. Further right, a box provides the location 'THE HIVE' at '10AM - 12PM' at '2904 E Sprague Ave, Spokane, WA 99202'. Two buttons are present: 'click here for MORE INFO' and 'click here to REGISTER'. At the bottom, logos for the City of Spokane and HireAbility Spokane are shown, along with contact information for questions.

**Supported Employment
JOB FAIR**

*Are you a job seeker with intellectual and developmental disabilities looking for meaningful employment opportunities?
Join us for the Supported Employment Job Fair!*

**SEPT.
26th**

THE HIVE
10AM - 12PM
2904 E Sprague Ave
Spokane, WA 99202

click here for
MORE INFO

click here to
REGISTER

Questions? Contact 509.625.6160 or supportedemployment@spokanecity.org

THANK YOU

Civil Service Supported Employment

eracsse@spokanecity.org

(509) 625-6160

my.SpokaneCity.org/jobs/supported-employment



Civil Service Commission

RESOLUTION 2023-03: CLASSIFICATION ACTION

BACKGROUND

This month we present a title change on an existing unused job classification and two new job classifications.

SPN 658 Environmental and Sustainability Manager
Retitle to: SPN 658 Environmental Program Manager

This job classification has been unoccupied since Catherine Olsen accepted an exempt appointment as Sustainability Director in 2019.

The job spec has been rewritten with a title change to reflect environmental program management work currently needed in Environmental Programs as well as Wastewater Administration and the Riverside Park Water Reclamation Facility. This provides a new promotional opportunity for current Environmental Analysts in each location, enhancing the progression line for ongoing use.

The affected departments and M&P Association concur with this revised and retitled job classification as written.

SPN 023 Lead Permit Technician
SPN 024 Permit Center Supervisor

These new job classifications are requested by the Development Services Center to reflect the changing needs of their organization. The Lead Permit Technician will act as a working subject matter expert and mentor to the permit technicians. The Permit Center Supervisor will oversee the permitting processes and direct the work and evaluate the performance of the subordinate permit technicians. A future update will address the Permit Technician I & II job classes.

Management and Local 270 concur with the new job classifications as presented.

RECOMMENDATION

Staff recommends adoption of classification Resolution **2023-03**.

ATTACHMENT

SPN 658 Environmental Program Manager
SPN 023 Lead Permit Technician
SPN 024 Permit Center Supervisor

NATURE OF WORK:

Performs responsible professional and managerial work ~~directing for assigned areas of~~ the City's ~~sustainability-environmental~~ programs, ~~including~~ policies, goals, and objectives ~~for regulatory compliance and sustainability; identifies needs, develops both short and long term program strategies, acts as the principal technical program expert, and provides consultation to client or partner participants of programs.~~ Some specific checks or controls exist; but, if not detected, errors could cause serious embarrassment or financial loss to the City. Employee has extensive outside contacts with local, state, and federal officials, regulators, environmental groups, the general public and other employees. Duties ~~require more than normal concentrated attention to prevent errors,~~ are light in nature, ~~and~~ primarily performed under normal working conditions with field work conducted as necessary. ~~and require more than normal concentrated attention to prevent errors.~~

CLASS CHARACTERISTICS

~~This class performs advanced level program management responsibilities, including specialized assignments requiring complex analyses of scientific, theoretical, policy, and practical matters; independent decision making; and broad programmatic oversight responsibilities. Assignments require extensive knowledge of complex and changing laws and regulations affecting the operations of assigned program areas, encompassing multiple projects and processes with department-wide and community served impact. Incumbents work with a high degree of independence and accountability for outcomes.~~

SUPERVISION:

Under ~~limited supervision~~ ~~general direction~~, ~~establishes goals and objectives~~, and selects and develops own methods of accomplishment to obtain the desired results within the limits of established policy ~~and regulations.~~ ~~Incumbents in this class may exercise full scope supervision of professional, technical, or clerical subordinates as staffing needs dictate; may also supervise or train and have oversight of work performed by other staff or consultants directly performing work in support of the assigned program area.~~ ~~Supervises one or more employees and coordinates the work of other assigned personnel.~~

~~ESSENTIAL EXAMPLES OF JOB FUNCTIONS:~~

~~*This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.*~~

- ~~Directs~~ ~~Provides functional supervision and direction of~~ the work of staff involved in various environmental assignments for the City.
- Supervises, conducts, or obtains technical environmental research to provide policy analysis of proposed local, state, and federal regulations, ~~permit requirements~~, and rules that may affect City operation. ~~Performs a wide variety of complex advanced analytical duties associated with interpretation, application, and enforcement of local, state, and federal regulations.~~
- Assists in the development of local environmental policies and ordinances providing analysis on feasibility, benefits, and cost effectiveness.
- Oversees the preparation of environmental reports and environmental compliance documentation; advises on the development of environmental and sustainability performance measures and needed data collection.
- Advises senior officials on options for responding to proposed laws and rulemaking and participates in the preparation of formal and informal comments on behalf of the City. Briefs City Council and ~~or~~ senior officials on collected environmental data and provides ~~relevance and meaning to interpretation of~~ data.
- Advises on resource conservation and other sustainability initiatives of the City.
- Identifies and evaluates potential opportunities to improve City operations that are both environmentally and financially responsible.

- Oversees environmentally related work performed by contractors, consultants, and other City employees.
- Serves as a City/Department representative at meetings and on regional task forces, committees, and boards charged with delivering environmental outcomes and protecting regional resources.
- Applies knowledge of environmental protection principles, practices, regulations, policies, and procedures to identify and analyze current and potential problems and impacts.
- Performs related work as required.

REQUIREMENTS OF WORK:

Advanced Knowledge of:

- Thorough knowledge of the pPrinciples and practices of sanitary, ~~and~~ environmental, and sustainability programs.
- Thorough knowledge of aApplicable laws and regulations.
- Considerable knowledge of mMethods, materials, and equipment employed in environmental programs.
- Principles of scientific analysis and applied technology, including relevant laboratory procedures, quality control, safety practices and equipment, and their usage.
- Statistics, quantitative analysis, and mathematics, and the ability to apply them.
- Methods employed in data processing or reduction by analytical software.
- Occupational hazards and safety practices related to the field of work.

Knowledge of:

- Budget preparation and development.
- City purchasing policy and procedures.

Skill at:

- Organizing work, setting priorities, and determining resource requirements.
- Using computers, software applications, databases, and automated systems to accomplish work.
- Advanced data processing and reporting using spreadsheets, databases, and specialized software.
- Utilizing laboratory equipment and computers to conduct sample and data analyses.
- Complex analytical techniques, interpretation of analytical data, evaluation of results, and troubleshooting analytical problems.
- Coordination with other City Departments and outside entities.
- Oral and written communication.
- Presentation and graphic representation of general and technical concepts.
- Providing advice, guidance, assistance, and supervision to staff engaged in the area of specialization.
- Demonstrating techniques and providing training to others in performance of specialized environmental work.

Ability to:

- Ability to pPlan and direct the activities of subordinates and private contractors engaged in environmental programs.
- Ability to aAnalyze highly complex and difficult planning and scientific studies, translate information for others, and ~~to~~ formulate substantive recommendations.
- Implement and administer multiple complex assignments concurrently.
- Ability to eEstablish and maintain effective public and working relationships ~~and.~~
- Represent the department and City in meetings with internal and external stakeholders.
- wWork with individuals and groups in-regarding difficult and controversial program areas.
- Influence and obtain compliance or assistance from others.
- Utilize computers, software, and applications such as spreadsheets, databases, and statistical and analytical tools.

PHYSICAL REQUIREMENTS:

While performing the essential functions of the job, the incumbent is regularly required to read written information including fine print; detect shades of color; walk, stand, bend and sit; stoop and climb to conduct inspections or gather data; use hands to operate a keyboard; grasp, handle, or feel objects and instruments; write legibly; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push and pull objects up to 20 pounds.

~~Ability to see, with or without corrective lenses, well enough to read plans, regulations, and color coded technical data.~~

~~Ability to hear, with or without a hearing aid, and speak well enough to converse with others in person, in writing, and on the telephone.~~

~~Enough body mobility Ability to walk, stoop and climb for inspection work or in gathering field data on projects.~~

~~Enough manual dexterity Ability to handle precision instruments, and to write legibly.~~

~~Ability to occasionally lift boxes of materials weighing up to 20 pounds.~~

WORK ENVIRONMENT

Some work is performed in a laboratory or office environment with little exposure to outdoor temperatures, dirt, and dust. Some work is performed in an outdoor or other environment where exposure to weather or other environmental conditions may be encountered. Duties require ability to work under adverse conditions, such as exposure to chemicals, odors, noise, plant machinery, vehicles, confined spaces, and uncontrolled environments, and outdoors in heat and cold. Travel to various City, County, or other locations is required. Duties may include irregular working hours, including some evening, weekend, holiday and/or on-call work.

Tolerance to work outside in heat and cold.

MINIMUM EDUCATION AND EXPERIENCE:

Combinations of education and experience equivalent to the following minimum qualifications are acceptable.

Open Entry Requirements:

- Education: Graduation from an accredited four-year college or university with a degree in sanitary, environmental, or related sciences.
- Experience: ~~AND, a minimum of f~~Four years of experience ~~leading the development, implementation, and oversight of sustainability and environmental programs, including four years of supervisory experience~~in professional environmental analysis, environmental program management, or professional scientific analysis.

Promotional Requirements:

- Experience: Two years with the City in the classification of Environmental Analyst (SPN 657).

Licenses and Certifications:

- A valid driver's license, or evidence of equivalent mobility, is required to be maintained throughout employment.

New: 8/98

Retitled: TBD

Revised: 8/02, 4/16, TBD

Reviewed: 8/00, 9/04, 10/06, 12/09, 12/11

Union/: M&P-B

Range: 52TBD

EEO: 3



Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

ESTABLISHED 1910

PERMIT CENTER SUPERVISOR

SPN: 024

Bargaining Unit: Local 270

Pay Range: <#>

Effective Date: <m/y>

CLASS SUMMARY

Performs a variety of difficult and responsible supervisory and technical tasks in the development permit operations of the City. Directs the work of subordinate employees, sets performance standards, and evaluates the work of others. Coordinates with the building official and other staff to ensure the permit process aligns with City policies and relevant codes and regulations. Work requires thorough knowledge of permit and plan review activities, the ability to apply independent judgment in devising and adapting methods and procedures, and the ability to lead and supervise others. Employee exchanges information regularly with internal and external contacts. Duties are sedentary in nature and performed in an office environment.

CLASS CHARACTERISTICS

This is the supervisory classification in the Permitting Technician series that exercises independent judgment on specialized clerical, administrative, and technical operations within the Development Services Center. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff, and for oversight of the permitting functional area's records and transactions. Performance of the work requires independence, initiative, and discretion within established guidelines.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises direct supervision over technical and specialized administrative support staff.

EXAMPLES OF JOB FUNCTIONS

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Oversees permitting and certificate of occupancy processes for residential and commercial projects.
- Coordinates permitting activities with other functions, departments, or officials.
- Supervises, trains, and evaluates subordinate employees. Establishes performance requirements, completes annual performance reviews, and recommends discipline as necessary. Makes effective recommendations in hiring, promoting, and budgeting outside training for subordinate staff.
- Coordinates, facilitates, and plans the work of subordinates. Monitors status and progress of work, and adjusts staff activities in accordance with established priorities.
- Supervises and participates in continuous review of department policies and procedures; establishes efficient working procedures and ensures proper application of procedures.
- Reviews completed work for accuracy and conformance to work goals, conducts quality assurance sessions with staff, and corrects observed deficiencies.
- Recommends appropriate solutions to problems encountered during daily operations, and assists staff with difficult or unusual assignments.

- Administers the street address program.
- Supervises the maintenance of operating records and prepares operational reports.
- Updates fee structures and ensures accuracy within the permitting software system.
- Researches problems and complaints regarding code interpretations, permit activity, and customer service delivery. Reports on staff performance benchmarks against other jurisdictions and internal historical statistics.
- Consults the building official to determine applicability and interpretations of state and municipal codes relating to construction, contractor licensing, and assessment of fees.
- Examines plans, specifications, project data, and related documents for compliance with currently adopted codes and laws. Reviews permit applications and issues permits.
- Explains and interprets permit requirements, procedures and fees to the public. Interprets and answers code-related questions.
- Performs related work as required.

COMPETENCIESKnowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation.
- Principles of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective teamwork.
- Clerical procedures such as filing, typing, entering data, maintaining records, and using and completing forms.
- Business arithmetic principles and functions.
- Techniques for providing a high level of customer service by effectively dealing with the public and City staff.
- Structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used to complete business functions, including computers and software programs relevant to work performed.
- Permit process, departmental policies, and related regulations, codes, and ordinances pertaining to building and construction permits.
- Methods, practices, and materials of building and utilities construction.
- Public utility usage and requirements.
- Parceling and addressing processes.

Ability to:

- Plan, distribute, coordinate, and monitor work assignments; evaluate work performance and provide feedback to others; ensure that staff are appropriately utilized and developed, and that they are treated in a fair and equitable manner.
- Pay attention to detail and be thorough when performing work.
- Establish and maintain effective working relationships with coworkers, supervisors, and the general public.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Perform computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.
- Prepare and maintain clear records, correspondence, and other written materials.

- Use computers, software applications, and databases to accomplish work.
- Anticipate and meet the needs of internal and external customers.
- Influence, motivate, and challenge others; and adapt leadership styles to various situations.
- Encourage and facilitate cooperation and trust, foster commitment and team spirit, and work with others to achieve goals.
- Make sound, well-informed, effective, timely, and objective decisions.
- Read and interpret construction documents, including but not limited to maps, architectural and engineering drawings, construction plans, and blueprints.
- Read and interpret codes and laws pertaining to building and utilities construction.

TYPICAL EQUIPMENT USED

Personal computer, telephone, calculator, and other general office equipment and software; architect's and engineer's scales and mapping software.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification, although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

WORK ENVIRONMENT

Employees work in a standard office environment with moderate noise levels and controlled temperature conditions. Employees have frequent interaction with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

MINIMUM QUALIFICATIONS

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Promotional Requirements:

- Experience: Two years with the City in the classification of Lead Permit Technician (SPN 023), and
- Certification: Possession of the Permit Technician certification and either the Residential or Building Plans Examiner certification from the International Code Council (ICC).

Licenses and Certifications:

- The Permit Technician certification from the ICC must be maintained throughout employment.
- A Residential Plans Examiner or Building Plans Examiner certification must be maintained throughout employment.



Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

ESTABLISHED 1910

LEAD PERMIT TECHNICIAN

SPN: 023

Bargaining Unit: Local 270

Pay Range: <#>

Effective Date: <m/y>

CLASS SUMMARY

Performs regularly assigned lead work and specialized technical work to support the development permit operations of the City. Mentors administrative support staff and advises on proper application of policies, procedures, and regulations. Examines and resolves highly complex permit applications for building, electrical, plumbing, and related construction projects. Work requires the ability to act as a mentor to others, train through formal or informal methods, and provide ongoing feedback to new and established employees. Employee exchanges information regularly with internal and external contacts. Duties are sedentary in nature and performed in an office environment.

CLASS CHARACTERISTICS

This is a lead classification in the Permit Technician series, responsible for providing guidance to the subordinate Permit Technicians, learning the functions of the Supervisory Permit Technician, and assuming supervisory duties as needed. Positions at this level perform the most complex duties within the functional area, work independently, and exercise judgment and initiative. This class is distinguished from the Permit Technician class by the regularly assigned lead work and a formal mentoring role. It is distinguished from the Supervisory Permit Technician because the latter has full supervisory responsibilities over the permitting staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision of employees, but employee exercises technical and functional direction over, and provides training to, lower-level staff.

EXAMPLES OF JOB FUNCTIONS

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Examines plans, specifications, project data, and related documents for compliance with currently adopted codes and laws.
- Trains and mentors new and established permit technicians. Maintains current knowledge and answers questions of other employees on procedures, policies, and directives. Obtains information or decisions from supervisor for areas of uncertainty.
- Contributes to the development of performance goals, documents performance, provides performance feedback, and provides information for the formal performance evaluation.
- Monitors status and progress of work, and makes adjustments in accordance with established priorities.
- Recommends appropriate solutions to problems encountered during daily operations, and assists staff with difficult or unusual assignments.
- Follows up on escalated customer requests or complaints, and solves problems related to customer service issues.

- Resolves simple, informal complaints of employees and refers others to supervisor.
- Documents situations that may be cause for disciplinary action and provides this information to supervisor.
- Reviews permit applications and issues construction-related permits including but not limited to building, plumbing, electrical, mechanical, sewer and water.
- Explains and interprets permit requirements, procedures and fees to the public. Interprets and answers code-related questions regarding residential and commercial construction, setbacks, decks, encroachment and grading permits.
- Calculates fees for applications and permits. Receives money from the public, gives change, and issues receipts. Processes refunds and balances daily receipts.
- Researches and provides information regarding locations of property boundaries, public and private sewer and water utilities and services. Verifies completeness and accuracy of information provided.
- Updates records and databases.
- Performs related work as required.

COMPETENCIESKnowledge of:

- Clerical procedures such as filing, typing, entering data, maintaining records, and using and completing forms.
- Business arithmetic principles and functions.
- Techniques for providing a high level of customer service by effectively dealing with the public and City staff.
- Structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used to complete business functions, including computers and software programs relevant to work performed.
- Permit process, departmental policies, and related regulations, codes, and ordinances pertaining to building and construction permits.
- Methods, practices, and materials of building and utilities construction.
- Public utility usage and requirements.
- Parceling and addressing processes.
- Principles of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective teamwork.

Ability to:

- Pay attention to detail and be thorough when performing work.
- Establish and maintain effective working relationships with coworkers, supervisors, and the general public.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Perform computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.
- Prepare and maintain clear records, correspondence, and other written materials.
- Use computers, software applications, and databases to accomplish work.
- Anticipate and meet the needs of internal and external customers.

- Act as a mentor, help others learn through formal or informal methods, and provide ongoing feedback.
- Influence, motivate, and challenge others; and adapt leadership styles to various situations.
- Encourage and facilitate cooperation and trust, foster commitment and team spirit, and work with others to achieve goals.
- Make sound, well-informed, effective, timely, and objective decisions.
- Read and interpret construction documents, including but not limited to maps, architectural and engineering drawings, construction plans, and blueprints.
- Read and interpret codes and laws pertaining to building and utilities construction.

TYPICAL EQUIPMENT USED

Personal computer, telephone, calculator, and other general office equipment and software; architect's and engineer's scales and mapping software.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification, although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

WORK ENVIRONMENT

Employees work in a standard office environment with moderate noise levels and controlled temperature conditions. Employees have frequent interaction with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

MINIMUM QUALIFICATIONS

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Promotional Requirements:

- Experience: Two years with the City in the classification of Permit Technician II (SPN 010), and
- Certification: Possession of the Permit Technician certification from the International Code Council (ICC).

Licenses and Certifications:

- The Permit Technician certification from the ICC must be maintained throughout employment.
- A Residential Plans Examiner or Building Plans Examiner certification must be obtained from the ICC within 12 months of appointment. Once acquired, it must be maintained throughout employment.