



CITY OF OVERLAND PARK - POSITION DESCRIPTION

TITLE:	Permitting System Management Administrator	BAND/LEVEL:	PROF II
DEPARTMENT:	Planning & Development Services	JOB NO:	2382
DIVISION:	Strategic Planning	DATE:	01/09/2019
REPORTS TO:	Manager, GIS & Support Services of Strategic Planning	FLSA STATUS:	Exempt
FT/PT/SEASONAL:	Full-time	COST CENTER:	601
REPLACES:	New Position	LAST REVISED DATE:	N/A

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**JOB SUMMARY STATEMENT:** Oversees and administers, in cooperation with the Information Technology Department, the work management system for the Planning & Development Services Department and for selected functions within City Clerk’s Office, Public Works, Fire Department and Police Department (currently EnerGov). This system involves a SQL-based computer software program that contains electronic records of planning applications, construction and operational permitting, code enforcement cases, and business and professional licensing. The configuration of this system involves workflow of processes, submittal reviews, fees, electronic plan reviews, scheduling of Governing Body and Committee hearings, and inspections. This position will create work management system reports for end users, managers in addition to the Planning department’s performance measurement and benchmarking programs (using Crystal Reports, SSRS or other BI software). This position will be responsible for developing training programs and supporting documentation for new employees and to reinforce the skills of existing employees. Assists in creating interactive, web-based methods for communicating complex issues to the general public. Serves as functional project manager for various technical projects in partnership with IT.

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**DUTIES AND RESPONSIBILITIES:**

- Co-directs, in cooperation with IT, the on-going implementation and enhancement of the EnerGov system for planning, permitting, licensing and code enforcement activities. This includes the configuration of changes or additions to workflows, fees, reviews, custom fields, user permissions, hearings, code violations and similar elements of the EnerGov system.
- Coordinates and leads, in cooperation with IT, the training of city staff on the proper use of the EnerGov system, including software updates and new features, and the development of appropriate policies and procedures for the use of the system. This includes the preparation of training materials for both staff and for the general public using the ePlace portal for online applications, fee payments and digital submissions.
- Creates and edits reports in support of the EnerGov system including receipts, cash reports, approval forms, code letters, management reports, performance measurement reports, license renewal mailing lists, and similar documents. Must be familiar with Microsoft SQL Server, the SQL query language, and Crystal Reports.
- Coordinates intra-divisional workflow and data collection issues associated with the EnerGov system and the Planning & Development Services Department's work processes and requirements. Serves as the department liaison and problem-solver for citizens, applicants, design professionals and staff regarding conflicts arising out of the EnerGov system. Responsible for reviewing the quality and consistency of the PDS data entries into

the EnerGov system, including the naming and linking of projects and the appropriate entry and use of global contacts.

- Assists in the preparation and editing of reports and presentations created by the division, including research, writing and chart creation. Assist in scheduling and tracking meetings and meeting results, including the mailing of written notices and postcards, or the posting of online notices and informational items.
- Assists the Department with the introduction of new software products such as Agenda software, Plan Review software, Electronic plan review, Citizen Request Portal and Google Docs. Assists with troubleshooting, serves as a liaison with IT, writes documentation of standard procedures, and assists with training.
- Assists with developing interactive, web-based methods for communicating complex issues to the general public. Examples might include the use of ESRI StoryMaps for things like the Annual Development Report, or special long-range planning projects.
- Take primary responsibility for divisional record keeping for budget issues, invoices, check requests, time-keeping, etc.
- The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals.
- The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

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## GENERAL QUALIFICATIONS

### EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

- Associate's degree in the field of: computer science, business, communication or planning is required.
- Bachelor's degree is preferred.

### EXPERIENCE:

- Two years of working with computers, preferably in configuring computer software and writing reports from computer database.
- Two years working within city government, in a planning agency is preferred.

**SKILLS:**

- Analytical skills, including research skills, ability to interpret data, to conceptualize, ability to analyze information and the ability to write formal recommendations based on findings.
- Attention to detail.
- Basic mathematical and accounting skills.
- Computer software - database creation/maintenance skills.
- Presentation skills.
- Spreadsheet skills.
- Web page maintenance skills.
- Word-processing skills.
- Computer software - Crystal Reports, Microsoft SQL Server, the SQL query language, and Business Intelligence Reporting tools.
- Facilitation skills, including curriculum/agenda development, marketing skills, ability to help group's focus, ability to use group decision making to gain commitment, and/or ability to encourage participation.
- Human Relations/Interpersonal skills.
- Project management skills, including organization, coordination of duties and or accomplishment of goals.
- Working knowledge of public sector administration.
- Time management skills, including the ability to manage multiple concurrent projects and ability to meet deadlines.
- Written and oral communication skills.

**MENTAL REQUIREMENTS:**

- Ability to meet deadlines.
- Diplomacy and judgement.
- Ability to train and guide others.
- Ability to recognize and protect confidential information.
- Ability to prioritize multiple tasks.
- Ability to carry out assignments through oral and written instructions.
- Ability to work independently.
- Ability to work in a hectic environment with many interruptions.
- Ability to analyze and recommend possible solutions.
- Ability to learn and understand PC software applications.
- Alpha and numeric job recognition.

**PHYSICAL REQUIREMENTS:**

- Ability to stand.
- Ability to make and receive phone calls.
- Ability to identify and distinguish colors.
- Hand and eye coordination adequate to input computer and typewriter.

**SUPERVISORY RESPONSIBILITY (Direct & Indirect):**

- None

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.