

PERMIT COORDINATOR

Job Description

Exempt:	No
Department:	Inspections
Reports To:	Chief Building Inspector
Location:	Municipal Complex Jonesboro AR
Date Prepared:	June 4, 2026
Date Revised:	

GENERAL DESCRIPTION OF POSITION

The Permit Coordinator performs technical and administrative work supporting the City's development review and permitting processes. This position serves as a primary point of contact for residents, contractors, developers, and business owners seeking permits and approvals. The Permit Coordinator coordinates permit applications through multiple departments, assists applicants in understanding requirements, maintains permit records, and supports the efficient administration of development review activities.

The position requires knowledge of permitting procedures, customer service principles, and municipal regulations. Work is performed independently within established policies and procedures and requires frequent interaction with Planning, Engineering, Building Inspections, Fire, and other City departments.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Permit Processing and Coordination

- Receives, reviews, and processes permit applications for completeness and compliance with established submittal requirements.
- Coordinates application routing among Planning, Engineering, Building Inspections, Fire, and other reviewing departments.
- Tracks permit applications and development projects through the review process and provides status updates to applicants.
- Assists in scheduling inspections, plan reviews, and related development review activities.
- Maintains permit tracking systems and ensures timely processing of applications.

Customer Service and Public Assistance

- Serves as a primary customer service contact for permit applicants, contractors, developers, business owners, and the general public.
- Provides front counter, telephone, and electronic support regarding permitting procedures, application requirements, fees, and review timelines.
- Assists customers in understanding zoning regulations, development requirements, and City permitting processes.
- Responds to inquiries and resolves routine issues or directs customers to appropriate staff.

Compliance and Review Support

- Performs preliminary reviews of permit applications for completeness and required documentation.
- Assists staff in verifying compliance with zoning regulations, building codes, engineering standards, and fire safety requirements.
- Coordinates the collection of comments and review findings from multiple departments.
- Assists with permit issuance after required approvals have been obtained.

Documentation and Records Management

- Maintains accurate permit files, plans, inspection records, correspondence, and related documents.
- Ensures proper filing, archiving, retention, and retrieval of records in accordance with City policies and applicable laws.
- Prepares reports, correspondence, and documentation related to permit activities.
- Updates electronic databases and permitting software systems.

Process Improvement and Administrative Support

- Identifies workflow inefficiencies and recommends improvements to permitting and review processes.
- Assists in implementing standardized procedures and customer service practices across departments.
- Coordinates internal review meetings and project discussions.
- Prepares meeting agendas, distributes materials, and documents decisions and action items.
- Compiles permit activity data and assists with operational reporting.

Other Duties

- Assists with special projects related to development services operations.
- Attends meetings, training sessions, and professional development activities as assigned.
- Performs other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

High school diploma or GED required; Associate degree in Public Administration, Construction Management, Planning, Engineering Technology, Business Administration, or a related field preferred. Two (2) years of experience in permitting, municipal government, construction administration, planning, inspections, engineering support, or a related field.

COMMUNICATION SKILLS

Ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization.

MATHEMATICAL SKILLS

Ability to perform basic mathematical calculations involving addition, subtraction, multiplication, division, percentages, and fee calculations.

CRITICAL THINKING SKILLS

Ability to analyze information, identify inconsistencies, apply established policies and procedures, and resolve routine permitting and customer service issues.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Valid driver's license

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Not indicated.

SOFTWARE SKILLS REQUIRED

Basic: 10-Key, Accounting, Alphanumeric Data Entry, Contact Management, Spreadsheet, Word Processing/Typing

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

RESPONSIBILITY FOR WORK OF OTHERS

This position has no direct supervisory responsibilities.

Supervises the following departments: none

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY

FREEDOM TO ACT

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

Position supports permit processing and fee collection activities but does not have budgetary authority.

IMPACT ON END RESULTS

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

PUBLIC CONTACT

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

EMPLOYEE CONTACT

Contacts with employees across departments to coordinate permit reviews, obtain information, and facilitate project completion.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

WORKING CONDITIONS

Periodically exposed to such elements as noise, intermittent standing, walking, pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is occasionally exposed to outdoor weather conditions, wet or humid conditions. The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities 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 essential functions and expectations.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

While performing the functions of this job, the employee is regularly required to stand, walk, talk or hear; and frequently required to sit; occasionally required to use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; and distance vision.

ADDITIONAL INFORMATION

Not indicated.