

CLASS TITLE: APPLICATIONS COORDINATOR (DEM)

Class Code: 02462600

Pay Grade: 20A

EO: F

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: Within the Department of Environmental Management, to receive, administratively review for completeness and coordinate the documentation of applications for the purpose of ensuring the fulfillment of requirements, to include an initial review of site plans and associated documents; to process permit and license applications; to coordinate the administrative functions for the unit and to handle customer and client relations; to do related work as required.

SUPERVISION RECEIVED: Works under a Supervisor with the latitude for the exercise of independent judgment; work is subject to review.

SUPERVISION EXERCISED: Assists in the supervision of subordinate clerical staff.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

Within the Department of Environmental Management, to receive, administratively review for completeness and coordinate the documentation of applications for the purpose of ensuring the fulfillment of requirements, to include an initial review of site plans and associated documents.

To process permit and license applications.

To coordinate the administrative functions for the unit and to handle customer and client relations.

To perform the initial screening, sorting, and reviewing of all applications and requests being submitted by applicants to DEM.

To communicate effectively with applicants to resolve administrative deficiencies in applications.

To confer with engineers, biologists and other technical staff regarding pending applications.

To perform data entry and to develop and generate reports related to the acceptance and status of permit applications.

To develop and provide regular reports on performance metrics to management as required related to application handling, including but not limited to the number received and reviewed, and the errors found in deficient applications.

To collect and process application costs and fees.

To assist in the flow of forms and documents from application to approval and to ensure that forms and methods are current and efficient.

To coordinate public review of DEM files and to work with other offices on the efficient and effective access to both paper and electronic public records.

To maintain related DEM files and to assist in scanning, retrieving and archiving of official DEM records.

To coordinate with other staff on and respond to records requests.

To research, retrieve and compile application and program information from DEM file systems including but not limited to paper files, microfilm and electronic database systems.

To answer telephone, electronic and in-person requests for application or program information.

To act as a receptionist for persons requesting assistance from DEM.

To schedule meetings and provide meeting summaries as required.

To administer tests and communicate results as directed.

To generate and send correspondence and assist with overall customer service, including providing basic guidance to applicants, identifying and communicating administrative deficiencies in applications, answering questions, and directing appropriate inquiries to technical staff.

To provide administrative support to an assigned office, to include but not limited to the tracking and request of office supplies and equipment.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGE, SKILLS AND CAPACITIES: A thorough knowledge of the principles, practices, and techniques pertaining to the application process of DEM permitting and licensing programs; a working knowledge of DEM programs, computer databases and fee collection practices; the ability to apply such knowledge of the application process of permitting programs; the ability to take initiative in identifying problems and working creatively to improve them; a thorough working knowledge of office administrative practices and computer database systems; the ability to properly manage and maintain physical and electronic records; the ability to effectively communicate and maintain effective relationships with associates or with the public; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: possession of an Associate's Degree or the successful completion of sixty (60) college credits from an accredited college or university; and

Experience: Such as may have been gained through: A minimum of three (3) years of experience in a responsible administrative position involving the review and processing of governmental applications in the fields of natural resources, environmental management and/or planning.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: September 16, 2018