

Business Support Specialist



Salary Range \$27.15/hour to \$40.73/hour
Commensurate with experience

FLSA Status: Non-exempt

DEFINITION OF WORK

The Business Support Specialist (BSS) will perform a variety of business support, records management, and process functions within an engineering environment including assisting staff and the development community, maintaining Land Development and MS4 Permit Program records, entering and retrieving data, and preparing reports and processing documents.

SUPERVISION RECEIVED

Works in Administration under the supervision of the GIS Manager.

SUPERVISION EXERCISED

May lead or train others in areas of expertise.

EXAMPLES OF DUTIES

The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. The duties or essential functions of this job may be modified at any time.

- Provide general support for multiple departments simultaneously, ensuring seamless operations and efficient workflow completion on stormwater-related projects and programs.
- Provides enterprise software support and task coordination for land development projects beginning at inception through completion:
 - Track engineering plans and submittals from pre-submittal to final approval, including logging plan sets, submittals, updating record files, distributing review tasks, processing re-submittals for review, digital stamping approved documents, and as-built tasking.
 - Assist with processing Easement Agreements, Subdivision Improvement Agreements, and Operation and Maintenance Manuals with property owners and developers. Input associated records into enterprise software system and final document recordation.
 - Process review and permit fee collections, receipts, and invoices.
 - Maintain, monitor, and process collateral for Grading Erosion and Sediment Control (GESC) and Stormwater Public Improvements permits.
 - Maintain databases to track and report on various water quality programs such as GESC Permit and Stormwater Public Improvement Permit tracking, including inspections and enforcement actions, and Program 5 Permanent BMPs.

- Assist staff in processing Public Improvement Acceptances and GESC Close Out procedures, including verification of acceptance requirements and processing of acceptance forms.
- Collaborate closely with stormwater inspectors to process permit closeout requirements and notices.
- Provide SEMSWA financials support including routine General Ledger (GL) coding of bank deposits based on enterprise software payment transaction reports and bank lockbox deposit information.
- Create digital forms, templates, and reports in PDF, Office 365, and enterprise software.
- Assist customers and property owners with the permitting process and respond to frequent requests for information.
- Track plan, permit, and collateral (bond) expirations and communicate with respective customers regarding renewals.
- Create and track annual permits for routine work in the SEMSWA service area.
- Assist with developing quarterly and annual reports, including QA/QC to ensure accuracy.
- Occasional support to front desk staff and phone system operation.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES

- Some exposure to community development, plan review, or permitting processes.
- Professional-level communication skills with a variety of internal and external customers.
- Ability to establish and maintain effective working relationships with management, co-workers, other agencies, the development community, the general public, both in person and remotely.
- Strong computer skills with proficiency in Microsoft Office 365, digital signature software, PDF processes and the ability to quickly learn new systems.
- Experience providing relevant input on software systems for organizational improvement.
- Time management and independent (under general supervision) work skills.
- Technical data entry and data retrieval (searches) skills.
- Ability to operate office equipment and follow and provide oral and written instructions. Ability to read, interpret, and apply general procedures to specific work applications.

DESIRED KNOWLEDGE, SKILLS, ABILITIES

- Knowledge of construction permitting procedures and systems is highly desirable.
- Understanding of stormwater management and/or regulatory concepts associated with land development activities.
- Experience with records management concepts, and ability to identify and reduce redundancy.
- Ability to prepare and maintain standard database reports, records, and filing systems.

EDUCATION AND EXPERIENCE – a combination of education and experience will be considered that is equivalent to those requirements listed.

- High School Graduate or G.E.D equivalent required.

- Additional coursework in computer science, information technology, office management, technical sciences, or a related field preferred.
- Five (5) years of advanced records, database, administrative and/or office management work with experience in a technical, engineering and/or scientific environment preferred.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

The physical demands and work environment described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position will be required to complete a pre-employment physical and drug screening.

PHYSICAL DEMANDS

- Spends 90% of the time sitting and 10% of the time either standing or walking.
- Occasionally lifts, carries, pulls, or pushes more than 10 lbs.
- Constantly exercises full scope of visual capacity, as well as hands and fingers, to operate office equipment.
- Constantly uses verbal and auditory capacity enabling face-to-face interpersonal communication and through automated devices, such as computers, telephones, etc.
- Occasionally requires the ability to safely operate a motor vehicle.

Occasionally: Activity exists less than 1/3 of the time.

Frequently: Activity exists between 1/3 and 2/3 of the time.

Constantly: Activity exists more than 2/3 of the time

Position Posted: April 10, 2024

Application Deadline: April 24, 2024

Anticipated Start Date: May/June 2024

Applications will be accepted through our website:

<https://www.semswa.org/about-semswa/career-opportunities/>

Please direct correspondence to:

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