

# Business Support Specialist Centennial, Colorado Employment Opportunity



Want to thrive in an organization that fosters a respectful and energetic work environment? Southeast Metro Stormwater Authority (SEMSWA) has a positive, productive, and rewarding workplace culture that supports employee growth and development and provides an excellent compensation and benefits package to its employees. It is a dynamic organization responsible for specialized engineering, water quality compliance, capital construction, and maintenance in providing stormwater and floodplain management for residents and businesses in the City of Centennial and unincorporated Arapahoe County.

SEMSWA has an immediate opening for a full-time, non-exempt Business Support Specialist (BSS). This person will perform a variety of business operations support, records management, and process functions within an engineering environment assisting staff and the development community, maintaining Land Development and MS4 Permit Program records, entering and retrieving data, and preparing reports and processing documents.

## Summary of Duties and Responsibilities

- 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, and 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 maintain effective working relationships with management, co-workers, other agencies, the development community, 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, and Abilities

- Knowledge of construction permitting procedures and systems is highly desirable.
- 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

- 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.

Salary and Benefits:

- Salary Range \$27.15/hour to \$40.73/hour – commensurate with experience
- Health/dental/vision insurance – 100% paid for employees + 50% paid for dependents
- Employer HSA contribution
- Group Life Insurance – 100% paid by SEMSWA
- Short and Long-Term Disability Protection – 100% paid by SEMSWA
- Section 125 and Flexible Savings Account
- Employee Assistance Programs
- 12 Paid Holidays Per Year
- Vacation, Sick Leave, and Personal Day
- Matching Funds Retirement Programs (401a and 457)
- Flexible work schedule

**Please apply as soon as possible as the application deadline is April 24, 2024.**

Anticipated Start Date: May/June 2024

A complete job description and Employment Application can be found on our website at:

<http://www.semswa.org/employment-opportunities.aspx>

Please direct resumes and correspondence to: [semswamain@semswa.org](mailto:semswamain@semswa.org) Fax – 303-267-9551