



# Sugar City

Steve Adams, Mayor  
 Wendy McLaughlin, Clerk-Treasurer  
 Arlynn Jacobson, Public Works Director  
 Quinton Owens, Building Inspector  
 Kimber Jones, Code Enforcement Officer

## Job Description

### CITY PERMIT TECHNICIAN / CODE ENFORCEMENT COORDINATOR

Department: Clerk/Treasurer
Reports To: City Clerk/Treasurer and Deputy City Office Manager, financial Controller and Compliance Coordinantor
Works Closely With: Planning and Zoning / Community Development; Building Department; Public Works; Mayor; City Attorney; City Engineer; District Fire Marshal; Code Enforcement and law-enforcement resources as assigned
Pay Grade: Negotiable
FLSA Status: Non-Exempt, subject to final City review
Date Established:
Date Revised: Draft - April 2026

#### **POSITION OVERVIEW.**

The City Permit Technician / Code Enforcement Coordinator is a full-time hybrid administrative and field position created to meet Sugar City’s present operational needs. The position serves as the City’s central intake and management point for all permits, applications, licenses, and related submittals assigned to the office and is also responsible for carrying out a general, written, notice-based code-compliance function across the City. In a growing municipal organization that does not yet operate with a separate, fully staffed development-services department, the position is intended to combine permit intake, permit fee administration, permit tracking, public contact, records management, complaint intake, field documentation, and general code-enforcement follow-up into one clear written classification.

#### **NATURE OF THE POSITION.**

This classification is intended to professionalize and centralize the City’s permitting and compliance systems. The incumbent is expected to support orderly growth, improve recordkeeping, increase accountability for permit and fee collection, help digitize and organize City files, and ensure that complaints, applications, notices, and payments are routed to the proper place and documented accurately. The position is also intended to support a more consistent code-enforcement approach by emphasizing prompt documentation, approved written notices, deadline tracking, and timely referral of unresolved matters for further enforcement or prosecution.

#### **AUTHORITY AND LIMITATIONS.**

This position is an important operational role, but it is not intended to transfer final decision-making authority away from the appropriate City official, department head, consultant,

hearing body, or legal authority. Final permit approvals, permit denials, technical plan review, engineering decisions, legal interpretations, inspection decisions, discretionary land-use determinations, and final enforcement strategy remain with the proper City authority unless specifically delegated by written City action. The incumbent shall not orally waive permit requirements, authorize noncompliant uses, alter conditions of approval, or make unauthorized policy or legal determinations.

### **SUPERVISION AND CHAIN OF COMMAND.**

This position reports directly to the City Clerk/Treasurer and Office Manager. The incumbent works in close daily coordination with Planning and Zoning / Community Development, the Building Department, Public Works, the Mayor, the City Attorney, the City Engineer, and other City functions as assigned, but shall not be placed under multiple informal supervisors. All routine personnel direction, scheduling, leave approval, performance review, discipline, workflow assignment, office procedures, and day-to-day administrative standards for this position shall remain with the City Clerk/Treasurer/Office Manager unless otherwise established by written City action. Project-specific technical instructions may be received from the department responsible for the underlying permit, project, complaint, or code issue, but the incumbent is expected to maintain proper administrative routing, clear boundaries, and compliance with adopted organization charts, personnel policies, and chain-of-command expectations.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES.**

#### **1. Permit Intake and Administrative Review.**

Serves as the City's central intake point for all permits, licenses, land-use applications, development-review submittals, building-related paperwork, and other applications assigned to the office. Receives applications at the counter, by mail, or electronically; date stamps and logs submissions; performs administrative completeness review using adopted forms and checklists; establishes paper and electronic files; enters data into permit-tracking and related software; routes materials to the appropriate department, official, consultant, or hearing body; and monitors resubmittals, notices, approvals, denials, expirations, and close-out requirements.

#### **2. Permit Fees, Receipting, and Reimbursement Tracking.**

Calculates and collects application, permit, inspection, review, reimbursement, and related charges under adopted fee schedules, ordinances, and City policy; issues receipts; balances tills as assigned; prepares deposits or supporting paperwork; reconciles permit-related revenue; and maintains accurate supporting records for all permit and compliance-related collections assigned to the position. Tracks engineering, legal, and other professional-service reimbursement charges connected with permit or development review when applicable and assists the Clerk/Treasurer/Office Manager in ensuring that required fees and reimbursable costs are billed, collected, documented, and followed through to completion.

#### **3. Applicant Assistance and Process Guidance.**

Provides accurate administrative guidance to residents, developers, contractors, consultants, business owners, and other interested parties concerning application procedures, filing deadlines, adopted forms, standard process steps, public-notice requirements, and departmental contacts. Explains City procedures, ordinances, and code requirements at an administrative level, while clearly distinguishing between routine process guidance and technical, legal, engineering,

inspection, or discretionary decisions. Refers technical questions, appeals, requests for exceptions, and disputed code interpretations to the proper City authority.

#### **4. Permit File Management and Records Control.**

Maintains complete and orderly paper and electronic permit files, including applications, plans, correspondence, comments, notices, fee records, approvals, conditions, inspection records, certificates, and close-out documents. Develops and maintains indexing, scanning, retention, archiving, and retrieval systems so that official files are accurate, accessible, and legally supportable. Assists with digitizing historical files and improving the City's ability to track permits, fees, conditions, and compliance across departments over time.

#### **5. Meetings, Notices, and Hearing Support.**

Prepares and coordinates agendas, packets, affidavits, publication requests, mailing lists, posted notices, hearing files, sign-in materials, minutes support, and follow-up correspondence for permit matters, planning and zoning matters, public hearings, compliance matters, and related meetings as assigned. Tracks publication dates, mailing deadlines, hearing schedules, and follow-up tasks so that matters move through City process in a timely, organized, and documented manner.

#### **6. General Code-Enforcement Intake and Case Management.**

Receives, logs, screens, and routes complaints and observed violations relating to zoning, land use, nuisance abatement, property maintenance, refuse or garbage issues, signage, rights-of-way, special-use-permit conditions, business-license compliance, animal-related issues, health and safety concerns, and other adopted City ordinances assigned to the position. Opens and maintains case files, records complaint history and site observations, prepares correspondence, and coordinates follow-up so that complaints are handled through the proper process rather than through informal or conflicting direction.

#### **7. Field Inspections, Documentation, and Notice-Based Compliance.**

Conducts or assists with field inspections of properties, businesses, projects, and public areas to observe apparent code violations, permit-compliance issues, nuisance conditions, and related matters assigned to the position. Photographs and documents site conditions, interviews complainants or witnesses when appropriate, prepares accurate case notes, and uses approved forms and templates to post or mail warning notices, notices of violation, corrective notices, orders to comply, and related documents. The incumbent is expected to use a prompt, written, notice-based compliance approach and shall not orally waive requirements or authorize noncompliant uses, structures, activities, or permit conditions.

#### **8. Enforcement Follow-Up, Citation Support, and Legal Coordination.**

Tracks compliance deadlines, reinspects properties, documents corrective action or continued noncompliance, and prepares referral packets for supervisory review, citation issuance, administrative action, or prosecution. When duly designated by the City as an authorized officer or code-enforcement officer, the incumbent may issue City citations and perform other enforcement acts permitted by law, ordinance, and policy. Assists in preparing evidence, photographs, exhibit packets, chronology, mailing records, witness information, and other supporting materials for hearings, court proceedings, attorney review, or collection follow-up, and may testify as required.

#### **9. Interdepartmental Coordination.**

Works closely with the City Clerk/Treasurer/Office Manager, Planning and Zoning / Community Development, the Building Inspector, Public Works, the City Engineer, the City Attorney, the District Fire Marshal, and other City personnel or consultants so that permits, notices, inspections, public communications, addresses, and records remain consistent and complete. Helps ensure that applications and complaints are routed to the correct decision-maker, that departmental comments are obtained and documented, and that no single matter is lost between the front office and the technical departments.

**10. Data Integrity, Addressing, and Administrative Systems.**

Maintains and helps improve permit-tracking, complaint-tracking, document-management, spreadsheet, website, database, and related systems used by the City. Produces status reports, logs, reconciliations, correspondence, and case summaries as needed. Assists with data cleanup, address consistency, property identifier accuracy, standardized forms, and office procedures so that the City's records are reliable, searchable, and transferable.

**11. Front Office Coverage and General Administrative Support.**

Provides backup municipal customer service at City Hall, including answering phones, greeting visitors, receiving applications and payments, routing complaints and service requests, and furnishing orderly counter coverage as needed. Assists with mail handling, filing, copying, scanning, supply coordination, routine correspondence, and related clerical work reasonably connected to the City's operations. May assist with other Clerk's Office or City Hall duties when permit volume and code-enforcement activity permit, provided such assignments do not materially interfere with the core responsibilities of this classification.

**12. Other Duties and Standards of Conduct.**

Performs related work, special projects, transitional assignments, and other duties consistent with the needs of the City. Maintains confidentiality concerning legal, personnel, development, executive-session, and other sensitive matters. Exercises diplomacy, impartiality, sound judgment, professionalism, and dependable attendance. Follows written and verbal instructions, documents work thoroughly, supports adopted City policies and organizational structure, and conducts all public contact in a fair, tactful, and professional manner.

**MINIMUM QUALIFICATIONS.**

Graduation from high school or possession of a GED, together with at least three (3) years of progressively responsible experience in permit administration, land-use or building support, code enforcement, inspection, municipal office administration, records management, receipting, cash handling, customer service, or a closely related field; or an Associate's degree or Bachelor's degree in business administration, public administration, planning, construction management, criminal justice, paralegal studies, finance, or a related field together with at least one (1) year of relevant experience; or any equivalent combination of education, training, and experience that provides the knowledge, skills, and abilities necessary to perform the duties of the position.

**PREFERRED QUALIFICATIONS.**

Municipal experience in Idaho or a similar local-government setting; experience with permit tracking, land-use or building applications, inspection or code-compliance work, public-notice preparation, records retention, digital file management, complaint tracking, development-review administration, or permit and code-enforcement software; experience handling public funds or receipting; and possession of, or ability to obtain within one (1) year if required by the City, a

recognized code-enforcement certification such as certification issued by the American Association of Code Enforcement or a similar program.

### **KNOWLEDGE, SKILLS, AND ABILITIES.**

Knowledge of municipal permitting processes; adopted fee schedules; basic bookkeeping, cash handling, receipting, and reconciliation practices; recordkeeping and filing procedures; public-records and records-retention practices; preparation of notices and correspondence; general code-enforcement practices; and the relationship between the front office and technical departments, including Planning and Zoning, Building, Public Works, engineering, and legal review. Skill in Microsoft Office, database management, spreadsheets, permit-tracking or similar organizational software, document preparation, report generation, and maintenance of organized paper and electronic files. Ability to accurately follow written and verbal instructions; communicate effectively with elected officials, employees, contractors, consultants, and the public; manage multiple tasks at once; return to interrupted work and complete it accurately; maintain confidentiality; exercise sound judgment; maintain composure in difficult situations; document field observations and administrative actions in a clear and defensible manner; support chain of command; and distinguish between administrative coordination and technical or legal decision-making.

### **SPECIAL CONDITIONS OF EMPLOYMENT.**

The incumbent must be able to successfully pass a background check appropriate to the position; must possess or be able to obtain and maintain a valid driver's license if travel between City facilities, meeting locations, project sites, banks, training sites, or inspection locations is required; must be able to safeguard confidential records and monies handled by the position; and must be able to attend occasional evening meetings, hearings, inspections, or training sessions when required. If the City desires the incumbent to issue citations or perform other enforcement functions requiring official designation, the incumbent must meet any additional statutory, ordinance-based, policy-based, or certification-based requirements applicable to that designation.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT.**

The work is performed in both office and field environments. The position requires sufficient clarity of speech and hearing, with or without reasonable accommodation, to discern verbal instructions, use telephones and radios, and communicate effectively with City employees and the public; sufficient visual acuity to read plans, notices, and written work instructions and to prepare, review, and organize documents and electronic records; sufficient manual dexterity to operate standard office equipment, including a personal computer, copier, calculator, camera, and telephone; and sufficient mobility, flexibility, balance, and strength to travel from site to site, stand, walk, stoop, bend, kneel, squat, climb ordinary stairs or similar access points, and perform field observation work on uneven ground or in varying weather conditions. The position also requires the ability to lift and carry ordinary files, rolled plans, signs, office supplies, and related materials, generally up to twenty-five (25) pounds, with or without reasonable accommodation.

### **DISCLAIMER.**

This classification specification is intended to describe the general nature, level, and essential functions of the work performed by an employee assigned to this position. It is not intended to be an exhaustive statement of every duty, responsibility, qualification, or working condition. The City retains the right to revise, add, or remove duties and to assign other related work consistent

with the needs of the City, adopted organizational structure, personnel policies, ordinances, and applicable law.