

Jurisdiction: City of Ithaca  
Jurisdictional Class: Competitive  
Adopted: 02/23/22

## **EVENT PERMIT SPECIALIST**

**DISTINGUISHING FEATURES OF THE CLASS:** This administrative staff position is responsible for administering and coordinating the permitting processes for events that take place on property owned by the City of Ithaca. This position will serve as the primary point of contact for applicants, staff and other partners for special event permits and other permits as assigned, from pre-application through completion of event and post-event evaluation. The work involves customer service, technical assistance, coordination with outside agencies, software application management and providing clear, consistent, and positive public communication. The position will work with departments to manage and improve the City's event permitting processes, respond to questions and complaints, research special requests, and troubleshoot issues and solutions with affected parties. The position is responsible for ensuring that event management is consistent with plans and permitted activities and requires the ability to balance the interests of internal and external stakeholders to achieve a positive outcome for the City and for permit applicants. The work is performed under the general supervision of the City Clerk with a moderate degree of independent judgment. Performs related work as required.

### **TYPICAL WORK ACTIVITIES:**

Processes, reviews, and tracks event permit applications, including conditions of approval, supplementary materials, etc.;

Coordinates permit approvals and issues approved permits; discusses issues surrounding permit denials with applicants;

Provides customer service to event permit applicants; provides information and assistance related to services, activities, procedures, fees, forms, or other issues;

Coordinates and facilitates the City's special events team;

Maintains an understanding and familiarity of City ordinances and New York State regulations as they relate to events to provide knowledgeable advice to all event permit applicants;

Tracks payments of required application fees, fines, or other payments; tracks payments and releases of any security deposits; maintains orderly records of payments;

Develops, manages, and improves a system for tracking event permit applications;

Facilitates communication and ensures coordination among internal and external partners about event calendars, promotional opportunities, event support resources, training and technical assistance resources available to event permit applicants, etc.;

Monitors event permit compliance; attends special events as needed/assigned to ensure compliance;

Coordinates attendance at special events by City personnel;

Coordinates post-event evaluation as needed;

Develops content, prepare updates, and maintains the special event and event permitting section of the City of Ithaca website.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:**

Good knowledge and understanding of concepts, principles, practices, methods, and techniques related to event management and organization; good knowledge of City ordinances and regulations governing public events; good knowledge of City permits, permit requirements, and permitting processes; strong interpersonal skills; strong organizational skills; ability to provide service with excellence, humility, integrity, and respect in daily work, to build trust by listening, to treat people with respect, to acknowledge opportunities for improvement, and to follow through with commitments; ability to actively create strong and supportive internal and external relationships to attain a common goal and achieve greater impact together; ability to develop technical expertise to pursue new ideas and creative outcomes, grounded in Ithaca's unique culture, opportunities, and challenges; ability to communicate effectively both orally and in writing; ability to understand complex oral and written directions; ability to work well with diverse groups of people, both inside and outside the organization; ability to utilize common office technology and software applications effectively; ability to work independently and be self-supporting; ability to exercise initiative and resourcefulness; ability to recognize problems and effectively work independently or with others to reach a viable solution; ability to coordinate multiple events and schedules effectively; ability to successfully work with and serve a diverse local community; willingness to learn new technologies and transition job duties accordingly to support technological advances and innovation; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree and two (2) years of full-time paid experience, or its part-time and/or volunteer equivalent, in public relations, marketing, customer service, permitting, event management, office management or similar work; or
- B. Graduation from high school or possession of a high school equivalency diploma and four (4) years of full-time paid experience, or its part-time and/or volunteer equivalent, in public relations, marketing, customer service, permitting, event management, office management or similar work; or
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B).