



**Code: 8232**

Family: Construction, Maintenance, and Skilled Labor

Service: Operation and Construction

Group: Street, Water, Sewer and Disposal

Series: Street Maintenance and Construction

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## **CLASS TITLE: COORDINATOR OF STREET PERMITS**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, supervises right of way construction activity including One-Call operations, public way permitting, and the Office of Underground Coordination (OUC) of the Department of Transportation; and performs related duties as required

### **ESSENTIAL DUTIES**

- Supervises One-Call and permits operations including the call enter, 811 enforcement, permit operations, and Office of Underground Coordination (OUC)
- Researches CDOT permit, dig, and hit ticket application—including field work when necessary—to ensure information is accurate and in compliance with Municipal Code of Chicago (MCC) requirements; approves CDOT permits, dig, and hit tickets
- Educates right of way stakeholders on compliance with applicable rules, laws, and regulations
- Prepares documents, including electronic reporting from databases, to support inquiries from internal and external requestors and One Call Adjudication Panel hearings
- Participates in the Greater Chicago Damage Prevention Council (GCDPC)
- Collaborates with the Office of Underground Coordination (OUC) and Project Coordination Office (PCO) to manage right of way construction activity
- Liaises with utility companies, contractors, other government agencies, and elected officials
- Monitors and evaluates work performance of subordinate clerical and administrative staff and prepares performance appraisals; trains subordinates on job duties
- Attends disciplinary hearings for staff; initiates and enforces disciplinary actions as required; responds to and resolves work related conflicts or problems with staff; enforces personnel rules
- Oversees the operations of core data systems including troubleshooting and development
- Conducts plan reviews of drawings to ensure that City streets will not be adversely affected by construction
- Performs duties of subordinates when necessary including entering and editing permit, dig, and hit ticket data in electronic databases, and answering the phone

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Five (5) years of work experience in paraprofessional engineering, review and processing of construction permit applications and/or utility coordination, of which two (2) years are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college with an Associate's degree, plus three (3) years of work experience in paraprofessional engineering, review and processing of construction permit applications and/or utility coordination, of which two (2) years are in a supervisory role related to the responsibilities of the position, **OR**

- Graduation from an accredited college or university with a Bachelor's degree or higher, plus one (1) year of work experience in paraprofessional engineering, review and processing of construction permit applications and/or utility coordination, of which two (2) years are in a supervisory role related to the responsibilities of the position

**Licensure, Certification, or Other Qualifications**

- None

**WORKING CONDITIONS**

- General office environment

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals)

**PHYSICAL REQUIREMENTS**

- Ability to stand and walk for extended or continuous periods of time
- Ability to move one's hands and arms to grasp or manipulate objects

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Moderate knowledge of:

- applicable federal, state, local laws, regulations, and guidelines
- applicable safety principles, methods, practices, and procedures
- applicable engineering and construction theories, principles, methods, practices, and procedures
- construction and supplies, including engineering mechanical and electrical equipment used during construction projects
- the public way in Chicago
- Microsoft data systems including Outlook and Excel
- technology workflows
- Municipal Code of Chicago (MCC) sections 10-20 and 10-21

Some knowledge of:

- \*supervisory methods, practices, and procedures
- CDOT data systems and CDOT rules and regulations

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Other knowledge as required for successful performance in the Engineering Technician class series

**Skills**

- \*ACTIVE ENGAGEMENT - Give full attention to what other people are communicating, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems

- MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- \*MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- \*JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Other skills as required for successful performance in the Engineering Technician class series

### **Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

Other abilities as required for successful performance in the Engineering Technician class series

### **Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

Other characteristics as required for successful performance in the Engineering Technician class series.

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
March, 2024; April, 2025