

Job Description



Program Director – Engineering Permits

1 FTE | POS #100009586

Direct Report	City Engineer	Grade	M-09 Starting Salary: \$66,722*
Department	Public Infrastructure	FLSA	Exempt
Division	Water	Bargaining Unit	Non-Union Unit C
Date	May 2026	Location	1105 Shawmut Ave

Homeland Security Emergency Status: Essential
Safety Classification – Safety Sensitive Position

Summary

Performs a wide variety of duties assisting in the permitting process for the Department of Public Infrastructure; provides general support to engineering and the repair in addition to other departments and the City of New Bedford.

Supervisory Responsibilities

Supervision Scope: Supervisors are responsible for signing performance reviews.

Supervision Received: Works under the direction of the City Engineer, Assistant City Engineer, and the Commissioner and Deputy Commissioner of the Department of Public Infrastructure.

Supervision Given: This position has occasional supervisory responsibilities over other Union and Non-Union staff.

Essential Functions

Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

1. Performs a wide variety of supportive and administrative engineering tasks within the various divisions of the Department of Public Infrastructure.
2. Interfaces with applicants seeking permits from the city, providing information on the application process/requirements, updates on permit review status including technical feedback, and responses to other inquiries.
3. Completes administrative reviews of permit applications (ensuring applications are complete and meet department standards), assigns permits to the appropriate engineering reviewer, and collaborates closely with engineering during the review and approval process to ensure timely issuance of permits.
4. Coordinates with other city departments during inter-departmental reviews for various permits.
5. Processes water, sewer, drain, obstruction, disturbance, driveway/sidewalk, petitions for location, and trench permits verifying conformity with city of New Bedford construction standards, applicable city ordinances, the city's Stormwater Rules and Regulations, and other local regulations or standards.
6. Coordinates, moderates, and prepares meeting minutes for preconstruction meetings for development projects.
7. Reviews and processes applications from contractors to be accepted on the bonded contractor list. Administers notices to bonded contractors and supports the annual bond renewal process.
8. Provides assistance with engineering projects and tasks assigned by the respective supervisor; assists in the review of engineering plans and various engineering documents-

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9. Generates correspondence; prepares spreadsheets; sets up databases for mass mailings, coordinates meetings, and tracks progress of projects.
10. Provides varying levels of technical and non-technical interpretation of engineered plan sets, for various street reconstruction projects and City-owned utility projects, as well as in-house site projects.
11. Supervises repair office staff.
12. Processes and manages permit fees, violation fees, and billing, utilizing Munis and financial spreadsheets.
13. Performs related work as required and assigned.
14. May be asked to assist in the snow removal program as necessary.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Competencies

Leadership	Independent Judgement	Thoroughness & Attention to Detail
Communication Proficiency	Customer Service	Organizational Skills
Project Management	Expert Reporting	

Minimum Qualifications

Education and Experience

- Bachelor's Degree in Engineering, Project Management, or Business Management preferred but not required.
- At least five years of relevant civil engineering, professional or permitting experience in a closely related field
- Any equivalent combination of education and experience.

Licensing/Certification

- Valid Massachusetts driver's license and good driving record

Special Requirements

- Criminal Offender Record Investigation (CORI) background check mandatory.

Required Skills and Abilities

- Expert knowledge civil plan interpretation
- Ability to establish and maintain an excellent and effective professional working relationship with staff, other municipal government agencies, engineering professionals, and members of the public.
- Excellent interpersonal skills with the ability to work cooperatively and productively in a team atmosphere, demonstrating initiative and drive.
- Expert computer skills and thorough knowledge of Microsoft Office including Word, Excel and Outlook and municipal financial software Munis.
- Excellent time management and project management skills with a proven ability to meet deadlines.

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- Strong analytical and problem-solving skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to embrace the City's mission and organizational values.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position is occasionally sedentary and is frequently required to walk, sit, climb, or balance, stoop or kneel, crouch or crawl and or smell. Employees must be able to remain in a stationary position 30% of the time. This employee occasionally needs to move about inside the office to access filing cabinets, office machinery, etc. This position requires the operation of a computer and other office productivity machinery, such as a calculator, copy machine and computer printer. The employee must use hands/fingers to handle or operate, activate, use, prepare, inspect, place, detect or position various equipment as needed.

This position requires the employee to communicate, detect, determine, perceive, identify, recognize, judge, observe, inspect, estimate, assess, converse with, discern, convey express oneself, and exchange information. Must have the ability to observe details at close range within a few feet of the observer. Must be able to exchange accurate information in several types of situations so a variety of individuals can understand.

While performing the duties of this job, the employee works both inside and in outside weather conditions. The employee occasionally works near moving mechanical parts and is occasionally exposed to wet and/or humid conditions. The employee may work in highly precarious places and be exposed to fumes, airborne particles, risk of electrical shock and vibration. The employee may be exposed to toxic or caustic chemicals.

The position may occasionally involve heavy physical demands, such as exerting up to 50 lbs. of force occasionally, and/or up to 20 lbs. of force frequently, and/or up to 10 lbs. of force constantly to move objects

Work Environment

The **Program Director/Engineering** makes constant contact with other staff, members of the public and City departments. This requires excellent customer service skills. The **Program Director/Engineering** is expected to operate in an environment where errors can be costly with regard to efficiency of the operation.

Work Hours

This is a full-time non-exempt position with a typical 40 hours per week with required availability for after normal hours of operation during emergencies and other departmental critical needs.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice as needed by the City of New Bedford within the scope of departmental needs. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.

Compensation for Unit C (Management) Positions

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All management positions receive an annual salary increase (or “Step” increase), contingent on satisfactory job performance. Step increases are awarded upon the first anniversary of an employee’s initial hiring and each year thereafter for the next eleven years of employment. The amount of the annual Step increase varies from 3.50% - 5.00% of the employee’s prior year salary. The above position offers a starting salary of \$66,722 in Year/Step 1, and a maximum salary of \$103,942 in Year/Step 12.

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