

PERMIT CENTER SUPERVISOR

DEFINITION

Under general direction of the Building Official or Department Director, oversees assigned staff in performing the daily operations and functions of the City's Permit Center, including performing advanced paraprofessional and technical work involved in intake, processing and review of a variety of municipal zoning and building permit applications, the issuing of building and other permits; attends regular training to maintain or achieve permit technician certification; supervise assigned staff; performs other related duties as required.

DISTINGUISHING FEATURES

This is the advanced-level class in the permit technician series. This class is distinguished from the lower permit technician positions in that this position is responsible for directing and/or supervising the permit center staff while personally performing the more complex and responsible permit technician activities such as responsibility for approval of minor "over-the-counter" permits, determining the applicability of approvals required by other city departments in addition to routine basic "over-the-counter" web permits. Incumbents operate with considerable autonomy and are expected to perform duties and make decisions with a high degree of independence. Employees at this level are required to be politically astute and tactful, possess exceptional customer service, and fully trained in all procedures and knowledgeable in a variety of City codes, policies, software platforms and regulations related to assigned areas of responsibility.

EXAMPLES OF DUTIES

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification or is similar or closely related to another duty statement.

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions

Essential Duties

1. Organizes and directs the Permit Center, including budget management and the development and monitoring of goals and objectives for assigned staff team.
2. Regularly attends internal and external meetings and oversees the coordination of responses to applicants regarding application status and request for information.
3. Oversees permit center software including assuring the appropriate capture, reporting and maintenance of data, and evaluation current systems and optimizes workflows.
4. Manages the permit fee collection process including fee and revenue estimates, monitoring fee collections for accuracy, assists with fee audits and prepares and submits fee related reports.
5. Assists in the development and implementation of services, technology, materials, and facilities for the Permit Center to meet public expectations, Department needs, and City goals.
6. Participates in the hiring, training, evaluation of staff according to the City's personnel policies; and provides assistance to Permit Center staff in resolving daily problems and meeting goals and objectives.
7. Sets work priorities, coordinates and schedules assignments, monitors developments related to Permit Center operations, evaluates their impact, and recommends improvement.
8. Coordinates with other City departments and staff to implement new permitting procedures or improve and enhance existing processes.
9. Provides regular updates and reports on Permit Center activity, including generating reports, maintaining a website, and using other tools for provide transparency and public information.
10. Meets with customers of permit center regarding status updates of relevant projects; answers questions and resolves problems or complaints.
11. Provides back up to Permit Center staff and when necessary, performs all the duties and responsibilities of a Permit Technician.

Other Duties

12. Performs related duties as assigned.

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WORKING CONDITIONS

- Office environment.
- Noise level is usually moderate, ambient office sounds such as speaking, working office equipment, and software.
- Frequent interaction with City departments, the general public, and/or citizens which may include responding to various inquiries, providing City or department information, and interacting with upset customers, staff, and the public in interpreting and enforcing departmental policies and procedures.

PHYSICAL DEMANDS

- Dexterity of hands and fingers to operate objects, controls, and/or tools such as but not limited to a computer keyboard, mouse and to operate standard office equipment.
- Seeing to interpret, read, and maintain various documents, such as files, contracts, and reports, in electronic and non-electronic formats.
- Hearing and speaking to present and exchange information and to communicate in person and by telephone.
- Frequent sitting for extended periods of time.
- Frequent standing to assist customers at the permit counter.
- Occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.
- Occasionally lift, carry, push, and pull materials and objects up to 25 pounds.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited college with a bachelor's degree in a related field and supplemented by specialized training and education related to building, plumbing, mechanical, electrical and/or zoning codes.

Experience: Four (4) years of responsible experience involving building permit processing, planning and design review, land use regulations, construction, drafting, or plan review for a public agency, including one (24) years of progressively responsible supervisory experience.

Knowledge

Knowledge of plan check, zoning, code administration, and permit approval processes and procedures; building construction practices and materials; construction drawings, plans, drafting symbols, customs, and techniques; land measurement and legal descriptions; applicable local, state, and federal codes, regulations, requirements; modern office equipment and designated specialized equipment; knowledge of applicable computer software and operating programs.

Ability

Ability to effectively perform advanced paraprofessional and technical work involved in the receipt, processing and review of building permit applications, and in the issuing of building and related permits; execute "over-the-counter" routine building permit approval authority and "over-the-counter" design review approval authority; serve as liaison for developers and coordinate workflow; read, understand, implement and explain technical information; read, understand and explain plans, specifications, blueprints and associated comments and annotations; perform routine and complex arithmetic calculations with speed and accuracy; apply standards, procedures, practices and techniques associated with assigned duties and responsibilities; operate a variety of modern office and other specialized equipment including calculators and computers; maintain and utilize designated specialized computer software; effectively perform computerized data entry,

data organization and records access; interpret and apply established City policies and governmental guidelines and regulations; compile and summarize data and prepare reports, statements or logs; use initiative and exercise independent judgement; deal with complex and technical information; establish and maintain accurate records; acquire and maintain level of knowledge required for satisfactory job performance; communicate effectively; prepare clear and concise correspondence, reports, and other written materials; give oral presentations in a public setting; establish, maintain, and promote positive and effective working relationships with employees, other agencies, and the public; demonstrate an enthusiastic, resourceful, and effective customer service attitude; exercise sound, independent judgment within established guidelines, plan, assign, oversee and review daily work of assigned staff; provide lead direction and training to assigned staff.

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Other Requirements

Possession of a Permit Technician certificate from the International Code Council within one year of employment.

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Possession of a Residential Plans Examiner certificate from the International Code Council within one year of employment.