

PERMITS SUPERVISOR

DEFINITION

To plan, organize, direct and supervise permit issuance operations with the Development Services Department including the operations of the Permit Center; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from management staff as assigned.

Exercises direct supervision over assigned technical and support staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for the processing and issuance of permits.

Plan, prioritize, assign, supervise and review the work of staff involved in the issuance of permits at the City's Permit Center.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staff, equipment, and supplies; monitor and control expenditures.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Perform the more difficult and complex tasks associated with assisting the public at the Permit Center and in the coordination of consultants as it relates to calculating fees and issuing permits.

Monitor and update fees for publication and within the permitting system; participate in the upgrade, testing, implementation and monitoring of system.

Research and prepare complex fee estimate spreadsheets for pending development; coordinate with department staff to ensure input is received.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Permits Supervisor

- 2 -

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of entitlement, permit issuance and specific building permit plan check processes.

Research methods and sources of information related to a variety of permitting processes including planning entitlements, engineering encroachment permits and building permits.

Principles of supervision, training and performance evaluations.

Principles of budget monitoring.

Principles and practices of safety management.

Pertinent local, State and Federal laws, ordinances and rules.

Ability to:

Organize, implement and direct permit issuance activities.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Interpret and explain pertinent City and department policies and procedures.

Assist in the development and monitoring of an assigned program budget.

Develop and recommend policies and procedures related to assigned operations.

Prepare and maintain complete records and reports.

Use automated office and computerized financial information systems.

Permits Supervisor

- 3 -

Supervise, train and evaluate assigned staff.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

Three years of increasingly responsible professional experience involving the implementation and participation of permit issuance, including one year providing technical and functional supervision over assigned personnel.

AND

Training:

A Bachelor's degree from an accredited college or university, preferably with major course work in planning, civil engineering, or a related field.

License and Certificate

Possession of a valid California driver's license by date of appointment.

Possession of a Permit Technician Certificate as issued by the International Conference of Building Officials (ICBO) or equivalent certification by date of appointment.