

PERMIT MANAGER

Approved: February 2018

FLSA: Exempt

Unit: AFSCME



Definition
Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing technical support related to the efficient and coordinated review and processing of permit applications and operations of the permit center/public counter; manages the effective use of the City's permit center resources to improve organizational productivity and customer service; provides highly complex and responsible support to the Assistant Community Development Director – Building and others in areas of expertise; and performs related work as required.
Supervision received and exercised
Receives general direction from the Assistant Community Development Director – Building and Director of Community Development. Exercises direct supervision over technical and clerical staff.
Class characteristics
This is a supervisory-level class responsible for supervising and participating in all permit application review and processing services. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making. The incumbent organizes and oversees day-to-day activities and operations of the permit center/public counter. Successful performance of the work requires an extensive background in development review, as well as skill in coordinating work with other City departments and external agencies. This class is distinguished from the Assistant Community Development Director – Building in that the latter has oversight for all Building Division programs, projects, functions, and activities, as well as implementing and interpreting public policy and serving as “second-in-command” to the department head.
Examples of typical job functions (illustrative only)
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. <ul style="list-style-type: none">• Plans, organizes, assigns, supervises, and reviews the work of staff assigned to the permit center/public counter; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.• Monitors activities, leads cross-departmental team to identify, recommend, and implement building permit review and issuance process improvements and modifications, prepares various reports on activities, programs, and projects; recommends and assists in the implementation of goals and objectives; implements policies and procedures.• Determines and recommends staffing needs for assigned activities and programs; participates in the annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance.• Establishes and enforces clear procedures for submittal, distribution, and review of building permit applications to ensure that all City divisions and departments, as well as outside agencies complete reviews in accordance with established timelines.• Supervises and participates in the review process for building permit applications; reviews plan check comments from all reviewers and resolves any issues; may act as single-point of contact for project applicants; follows-up with applicants to explain comments and answer any questions; works with applicants to complete responses to plan check comments.• Supervises the operations and services provided at the permit center/public counter including ensuring information and handouts provided to customers is clear, concise, and in accordance with regulations, policies, and local, state, and federal requirements; provides assistance to customers and resolves conflicts that may arise.• Oversees permit issuance including ensuring projects are in compliance with codes and requirements; reviews for and ensures the completion of required documentation.• Coordinates resolution of issues with inspection staff during construction; oversees internal processes to facilitate the completion of projects.• Coordinates assigned programs, projects, and activities with other City departments, local jurisdictions and agencies, and regional, state, and federal agencies during the building permit review process of projects.• Serves as a member of the Development Review Team to discuss potential and active project applications and development proposals; provides input and advice regarding the building permit process.• Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to programs, policies, and procedures, as appropriate.

- Prepares, reviews, and presents staff reports, various management and information updates, and reports on projects.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in building permit processing; researches and monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Assists the Assistant Community Development Director - Building and Community Development Director with special projects, as needed.
- May serve as the Assistant Community Development Director - Building in his/her absence.
- Performs other duties as assigned.

Qualifications

Knowledge of

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of budget development and administration.
- Principles and practices of employee supervision, either directly or through subordinate levels of supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of governmental development review including zoning, building codes, encroachment permits, and engineering requirements.
- Federal, state, and local laws, codes, rules, regulations, and standards affecting building permit programs.
- Practices of researching building permit issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, and educational organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Administer complex, technical, and professional building permit programs, services, and activities in an independent and cooperative manner.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and educational organizations and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and experience

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of two (2) years at an accredited college or university with major coursework in urban planning, engineering, or a closely related field; and five (5) years of increasingly responsible experience in municipal development review work including two (2) years of lead experience.

Licenses and certifications

- Possession of a valid California driver's license and a satisfactory driving record.
- Possession of one or more certifications issued by the International Code Council (ICC): Building Inspector, Combination Inspector, Combinations Plans Examiner, Electrical Inspector, Mechanical Inspector, Permit Specialist, and/or Plumbing Inspector.

Physical demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required, although occasionally may need to inspect various commercial and residential development sites, including traversing uneven terrain, climbing ladders, stairs, and other temporary or construction access points. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

Environmental elements

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.