



DATE	August 2023
JOB CODE	
FLSA	EXEMPT
EEO	

JOB TITLE: Permit Services Supervisor
DEPARTMENT/DIVISION: Development Services/Building Inspection
REPORTS TO: Building Official

SUMMARY:

Responsible for supervising permitting activities and Permit Technicians to include organizing, prioritizing, and delegating staff assignments; training and monitoring activities for quality and efficiency; and preparing weekly and monthly reports. Coordinates all phone and front counter activity related to direct contact with customers and the daily processing of permit applications, fee collection and cash control. Work is performed with general direction and the use of independent judgment and discretion.

ESSENTIAL JOB FUNCTIONS:

- Supervises Permit Technicians, which includes: organizing and prioritizing staff duties; delegating assignments to staff; conducting performance evaluations; ensuring proper staff training; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; making hiring, termination and disciplinary recommendations.
- Monitors the quality and efficiency of operational activities; facilitating communication between the permit counter, utility companies and other department staff.
- Supervises and conducts permit and plan review activities, which includes: accepting and processing permit applications, checking for completeness and compliance with applicable Local and State requirements; reviewing, processing and issuing permits for of all types; and/or, performing other related activities.
- Supervises and provides technical support associated with permitting activities, which includes: coordinating public inquiry on development processes, codes, ordinances, and permit requirements; generating and processing a variety of daily, weekly, and monthly reports;
- Supervises and performs financial activities in support of department operations, which includes: collecting all fees; maintaining escrow accounts; and/or, performing other related activities.
- Maintains a variety of records for the department related to permitting activities. Prepares a variety of reports related to departmental activities.
- Manages departmental open records request process and ensures all requests are fulfilled within prescribed turnaround times
- Coordinates and ensures the maintenance and upgrading of applicable technological systems, software and/or databases in assigned area of responsibility.
- Performs other duties as assigned.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- Supervises Permit Technicians.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of supervisory principles;
- Knowledge of customer service principles and practices;
- Knowledge of basic filing principles;
- Knowledge of basic bookkeeping practices;
- Knowledge of departmental operations, processes, and procedures;
- Skilled in prioritizing and assigning work to lower level staff;
- Skilled in monitoring and evaluating employees;
- Skilled in reading and interpreting construction documents;
- Skilled in interpreting and applying applicable code requirements and permitting processes;
- Skilled in exercising judgment and discretion;
- Skilled in recognizing problems, identifying alternative solutions and making appropriate recommendations;
- Skilled in tracking and handling cash and evaluating cash handling procedures;
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals;
- Skilled in maintaining inventory and supplies;
- Skilled in prioritizing work and performing multiple tasks;
- Skilled in maintaining sensitive and confidential information;
- Skilled in providing exceptional customer service;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

MINIMUM QUALIFICATIONS:

- Associates' degree; or
- Three years of increasingly responsible experience as a Permit Technician; or
- Five years of increasingly responsible experience supervising in a customer service environment
- Requires ICC Permit Technician Certification.

PREFERENCES:

- Bachelor's degree in Construction Management, Business Administration or related field;

WORKING CONDITIONS:

- Frequent reaching, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 25 pounds.
- Work is typically performed in a standard office environment.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.