



City of Watsonville

Job Description

JOB TITLE: Permit Services Supervisor

DATE APPROVED: August 29, 2017

DEPARTMENT: Community Development

SUPERSEDES: N/A

REPORTS TO: Building Official

SUPERVISION: Permit Counter Staff

EMPLOYEE UNIT: Mid-Management

FLSA: Exempt

JOB SUMMARY:

Under general direction, supervises, assigns, reviews, and participates in the work of staff responsible for issuing building permits, managing records, plans, and maps, and providing permit services to customers in person and over the telephone; ensures work quality and adherence to established policies and procedures; and performs the more technical and complex tasks relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the Development Review Technician in that the incumbent is responsible for the overall day to day operation of the permit service counter including supervision, training and discipline. Acts as the administrator of the permit issuance system and coordinates inter-departmental/division functions for workflow efficiencies. Work is judged primarily on overall results with latitude in determining work methods and assignment requirements. Work may require the development of recommendations consistent with directives, policies and regulations.

EXAMPLES OF ESSENTIAL DUTIES:

Duties may include, but are not limited to, the following:

- Plan, prioritize, assign, supervise, review, and participate in the work of staff responsible for issuing building permits and managing associated records and plans
- Establish schedules and methods for providing building permit services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly
- Participate in the development of goals and objectives as well as policies and procedures; make recommendations for changes and improvements to existing standards, policies, and procedures; participate in the implementation of approved policies and procedures; monitor work activities to ensure compliance with established policies and procedures
- Participate in the selection of building permit and clerical staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures
- Participate in the preparation and administration of the building permit program budget; submit budget recommendations; monitor expenditures
- Perform the most technical and complex tasks of the work unit including providing permit services to customers
- Coordinate the provision of customer services, issuance of building permits, management of records,

- plans and maps, and various clerical functions
- Maintain close working relationships with various City and County offices and boards, and building inspectors, contractors and architects; respond to and resolve complex problems and issues
- Oversee the management and microfilming of all records including building plans and permits, planning files, infrastructure maps and subdivision records; ensure proper reproduction of maps and plans by lower level staff
- Maintain records concerning operations and programs; prepare reports on operations and activities
- Attend and participate in professional group meetings; maintain awareness of new trends and developments in the fields of building construction and permitting; incorporate new developments as appropriate into programs
- Provide assistance to the Building Official; participate on a variety of committees; prepare and present staff reports and other correspondence as appropriate and necessary
- Coordinate building permit activities with those of other divisions and outside agencies and organizations
- Perform related duties as required

EMPLOYMENT STANDARDS

Knowledge of:

- Operational characteristics, services and activities of a permit processing program
- Modern and complex principles and practices of office management and administration
- Principles of supervision, training and performance evaluation
- Basic principles and practices of the building industry
- Principles and practices of effective customer service
- Basic principles and practices of municipal budget preparation and administration
- Principles and procedures of record keeping
- Principles of business letter writing and basic report preparation
- Pertinent federal, state and local laws, codes and regulations

Ability to:

- Coordinate and direct building permit programs
- Supervise, organize, and review the work of assigned staff, including the provision of customer services, issuance of building permits and various clerical functions
- Select, train, and evaluate staff
- Recommend and implement goals, objectives, policies and procedures for providing building permits and customer service
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations
- Participate in the preparation and administration of assigned budgets
- Interpret and explain City building codes, policies and procedures
- Plan and organize work to meet changing priorities and deadlines
- Effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of the unit

- Work cooperatively with other departments, City officials, and outside agencies
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, City staff, or other agencies on sensitive issues in area of responsibility
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications
- Maintain accurate and detailed records of plans and specifications
- Provide effective and efficient customer service
- Prepare clear and concise reports
- Work in a team based environment to achieve common goals
- Coordinate multiple projects and complex tasks simultaneously
- Meet the physical requirements to safely and effectively perform the assigned duties
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships with those contacted in the course of work

PHYSICAL REQUIREMENTS:

Physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- work is performed primarily in a standard office setting; frequent contact with the public
- primary functions require sufficient physical ability and mobility to work in an office setting
- stand or sit for prolonged periods of time
- occasionally stoop, bend, kneel, crouch, reach, and twist
- lift, carry, push, and/or pull light to moderate amounts of weight; lift heavier amounts on occasion.
- operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard
- verbally communicate to exchange information
- reach above and below shoulder level
- stand and walk for at least six hours per day
- work indoors in an office environment subject to heat/cold and fragrances such as ammonia and perfumes
- intermittently twist and bend to reach equipment and supplies
- hear adequately to converse on the telephone, cellular phone, and in person
- perform simple grasping to operate equipment

TRAINING AND EXPERIENCE:

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

- Equivalent to the completion of the twelfth (12th) grade supplemented by specialized administrative or office management training
- Four (4) years of increasingly responsible experience related to permit processing

LICENSE & CERTIFICATION:

- Possession of a valid California Class C Driver's License and a safe driving record
- Possession of an ICC Permit Technician Certificate within one year of employment

- Within 12 months of hire date or promotion, certification as a Permit Technician from the International Code Council (ICC) is required. In extenuating circumstances, the Department Head may grant up to a 6 month extension for completion.