



Permit Center Manager

Definition

Under general supervision, this position is responsible for overseeing the operation of the Building Department's permit center. An incumbent in this position will manage the permit center operations by leading a multi-disciplinary team to ensure proper coordination of all applications received; provides timely service to all customers, ensure collection of fees; provides coordination with the Building Department's plan check staff and outside plan check agencies, the general public and other City staff; and performs related duties as assigned.

Class Characteristics

The Permit Center Manager is responsible for the supervision of staff and the daily operations of the Community Development Department's Permit Center. This position works under the direction of the Chief Building Official and exercises technical and functional supervision over professional, technical, and clerical staff.

Typical Job Functions

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.

Provides direct oversight for all permit functions including proper coordination of all applications received.

Ensures that permits for construction and associated fees are processed in a timely fashion and in accordance with established procedures; the building codes, state laws, and local ordinances governing development.

Selects, trains, and evaluates staff; organizes and directs work, ensuring the smooth operation of all permit center services.

Implements new technology; oversees enhancements/improvements to existing technologies and programs; maintains and improves processes to enhance work efficiency and the delivery of services; develops policies and customer service goals.

Performs a full range of plan review related duties; reviews engineering reports, drawings, specifications and calculations for buildings to ensure compliance with codes, regulations, and ordinances; interprets codes and regulations in the performance of plan check activities.

Provides a full range of customer service; responds to complex and difficult inquiries and requests for information; responds to public and agency technical and non-technical inquiries by phone, email, fax, and at the counter; explains requirements of various laws, codes, ordinances, and regulations.

Assists and works cooperatively with property owners, contractors, developers, architects, engineers, and their representatives in submitting plans and other documents, applying for permits, and on other matters relating to building permits.

Provides technical and professional assistance/advice to the Chief Building Official; participates in policy development.

Qualifications

Knowledge of:

Current laws and ordinances that regulate building construction, inspection, zoning, housing and health and safety; acceptable structural design and materials used in construction; building construction plans and specifications.

Architectural and civil engineering principles and practices; building inspection methods including electrical, mechanical, plumbing and structural inspections; energy and accessibility codes.

Standard practices of construction and materials used in construction; principles and practices of supervision, training, and performance evaluation.

Project and workload planning and organizational analysis; and office safety practices, procedures and standards.

Ability to:

Train, supervise and evaluate assigned staff.

Review plans, calculations and specification in a rapid, uniform and accurate manner.

Establish and maintain effective working relationships with co-workers, professional engineers, architects, contractors, consultants and the public.

Communicate clearly and concisely, both orally and in writing; effectively learn, operate and utilize the computer software, including spreadsheets and special functions.

Maintain records and prepare reports; work effectively as a member of the department's management team to achieve common goals and be able to deliver excellent customer service to both internal and external clients.

Work effectively in time-sensitive situations and meet deadlines and ensure important permit center work is completed within prescribed time limits; coordinate multiple projects and complex tasks simultaneously; and promote and demonstrate exceptional customer service standards.

Operate office equipment including computer systems; operate a motor vehicle safely.

Work efficiently.

Innovate and institute positive change.

Education and Experience

Sufficient education and experience to satisfactorily perform the essential duties of the classification. A typical qualifying background would be five years of progressively responsible experience working as an architect, civil engineer, building official, plan checker, or building inspector with at least two years of lead of supervisory experience.

Licenses and Certifications

Possession of a valid California driver's license; possession of, or ability to obtain within one year of appointment, the Plans Examiner certification (Residential and Commercial) issued by the International Code Council (I.C.C.).

FLSA: Exempt
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