



Office of Human Resources
Permit Supervisor - CE1597
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General Statement of Duties

Performs supervisory work over employees engaged in providing customers with general code information, guidance, and plan submittal criteria and evaluating permit applications to determine if necessary code and plan submittal criteria have been met.

Distinguishing Characteristics

This class performs supervisory work over employees who perform entry-level plans review work. This class is distinguished from a Plans Review Supervisor that performs supervisory work over employees engaged in plans review work reviewing and approving a wide-range of plans and complex zoning and use permit applications for the construction and remodeling of various structures and public infrastructure for compliance to applicable codes, policies, and standards. The Permit Supervisor is distinguished from the Permit Review Technician Series, which performs permit review work including providing customers with general code information, guidance, and plan submittal criteria and evaluating permit applications to determine if necessary code and plan submittal criteria have been met.

Level of Supervision Exercised

Supervises two or more Plans Review Technicians and/or other classes at the same type and level of responsibility.

Essential Duties

Supervises the work of plans review staff in the performance of permit processing functions and ensures a high-performance, customer service oriented work environment that supports a department's mission and goals and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Plans, assigns, and evaluates the work of plans review staff members, provides technical assistance to staff, and establishes unit and staff work goals and objectives.

Trains new staff members on applicable requirements and standards for plans review, orients staff with appropriate policies and procedures, and ensures that work conforms to established standards.

Ensures that staff prepares comprehensive records and documentation that complies with standards and requirements.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution including escalations from clients.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments.

By position, coordinates activities with event organizer(s), involved organizations or individuals, City personnel, affected citizens, and neighborhoods and resolves operational problems.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Problem Solving – Identifies problems; determines accuracy and relevance information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Knowledge & Skills

Skill in independently adapting, interpreting, and applying written guidelines, precedents, and standardized work practices to a variety of unprecedented or problematic situations.

Education Requirement

Associate's Degree in Business Administration, Management, or a related field.

Experience Requirement

Three (3) years of experience at the type and level of Plans Review Technician (providing the public with code information, guidance, and requirements that comply with codes, standards, and related city regulations).

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Pressure due to multiple calls and inquiries.
Subject to many interruptions.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Standing: remaining on one's feet in an upright position.

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Far Acuity: ability to see clearly at 20 feet or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distance and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check

Education Check

Employment Verification

By position, Motor Vehicle Record

Assessment Requirement

Professional Supervisor

Probation Period

Six (6) months.

Class Detail

Pay Grade: E-808

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: