CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Permit Center Supervisor** **UNION:231**
SG:4
DEPARTMENT: **Planning and Community Development** **CS:N**
FLSA:N
EEO4CODE:PR

JOB SUMMARY:

Independently plans and supervises the staff and work activities of the Permit Center within the Planning and Community Development Department (PCDD). This includes oversight of customer service functions with technical development regulations; permit intake and issuance services rental registration program; the coordination of Permit Center activities with other divisions, departments and agencies; and providing complex staff assistance for senior management and leadership. Responsible for administration of the permit software system for the PCDD; develops and documents user procedures, provides training and documents business process development. Performs all duties of a Permit Technician as necessary.

SUPERVISORY RELATIONSHIP:

Reports to the Development Services Manager and works closely with Building Official and senior staff to achieve department goals and work plan agenda. Works under general supervision and the guidance of City and Departmental policies and procedures. Directly supervises Permit Technicians, Permit Clerks and Rental Registration work groups. May also supervise interns, special project staff, or consultants.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Responsible for the selection, supervision and evaluation of assigned staff; assigns work and ensures appropriate training is provided; investigates complaints; recommends and administers disciplinary actions; handles sensitive personnel matters and recommends grievance responses; exercises full supervision over employees.

2. Plans and supervises the staff and work activities of the Permit Center including the customer service functions with technical development regulations such as land use, building and fire safety as well as Public Works infrastructure; permit intake and issuance services; the coordination of Permit Center activities with PCDD divisions, other departments and agencies; and providing staff assistance.

3. Recommends and assists in the implementation of Department and Permit Center goals and objectives; establishes schedules and methods for Permit Center activities; implements policies and procedures; evaluates the effectiveness of Permit Center activities; modifies strategies to achieve goals. Administers, edits, collects and distributes Customer Service Survey for continuous process improvement (LEAN). Analyzes results and use this information to make improvements to processes and permit tracking software.

4. Develops and implements strategies outlined by City Council and other policy makers to meet established measures for service areas. Reviews measures and strategies with administrative staff.

5. Confers with designers, developers, a variety of agencies and the general public in acquiring information and coordinating permit processing and review activities; responds to and resolves difficult and sensitive citizen inquiries and complaints and delegates as appropriate.

6. Interprets and promotes consistent application of regulations, creates procedures and policies for the customer service functions in the Permit Center. Participates in development of Department and Permit Center work plans; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures. Oversees and participates in the development of the Permit Technician work group and other assigned work groups.

7. Responsible for creating and verifying accuracy of monthly and weekly reports for census, council, building statistic groups and website as well as creates and maintains all stock advance searches used to fulfill internal and external request for records. Creates specialized reports as requested by Director, Mayor and others.

8. Makes recommendations on Development Services annual budget and administers approved budget for assigned work groups.

9. Administers Permit tracking software system for the Department. Analyzes and develops business processes to achieve customer service goals as well as metrics set by Council. Serves as the Permit Center's liaison between Planning staff, permitting software vendor(s) and Information Technology (IT) staff to develop, maintain and enhance permit tracking and rental registration software systems. Creates and edits workflow, data collection data fields and reports as necessary to achieve efficiency. Works with interdepartmental permitting staff and IT staff to vet quarterly updates to permit tracking software. This includes studying release notes, new functionality testing, regression testing as well as forming and monitoring a team of Subject Matter Experts to follow testing protocols. Submits bugs and fix requests to vendors.

10. Develops and implements special projects to promote efficiencies in Permit Center functions (LEAN) and works with permit center leadership team to create and prioritize work plan.

ADDITIONAL WORK PERFORMED:

1. Performs Permit Technician duties as necessary and reasonable to accomplish the essential functions of the job.

2. Performs other related work or a similar nature or level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- Working knowledge of City permit processes, building codes, land use regulations, development guidelines, improvement standards, and related City policies and ordinances.
- Principles, practices and techniques of establishing, maintaining and modifying a permit services program, including regulatory responsibilities and functions.
- Federal, State and local laws, codes, rules and regulations as they relate to program areas.

- City organization structure, functions and operations.
- Organizational and management practices and theories.
- Basic principles in the areas of land use, building and fire safety as well as infrastructure.
- Research and reporting methods, techniques and procedures.
- Supervision, training and personnel management.
- Personal computer operation and applications.
- Modern office procedures and methods.
- Any additional knowledge and skills to perform as a Permit Technician.

Ability to:
- Effectively plan and administer the full range of section activities and responsibilities.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Evaluate and develop improvements in operations, procedures, policies or methods.
- Analyze, interpret, summarize and present administrative, statistical, and technical information in an effective manner.
- Interpret permitting policies and procedures and relay effectively to designers, contractors, homeowners and the general public.
- Interpret regulations and policies related to section activities and relay effectively to licensees, other agencies and the general public.
- Select, supervise and evaluate assigned staff.
- Establish and maintain cooperative working relationships with those contacted in the course of work including the general public, staff, advisory group members and public officials.
- Identify and respond to public and City Council issues and concerns.
- Gain cooperation through discussions and compromise.
- Communicate effectively and efficiently, verbally and in writing, with internal and external customers at a variety of levels.
- Operate permit tracking software.
- Maintain consistent and punctual attendance.
- Demonstrate the Public Service Competencies of Service Orientation, Results Orientation and Teamwork and Cooperation.
- Physically perform the essential functions of the position, including:
    - Correctable visual acuity to read a computer monitor and typeset page;
    - Fine finger dexterity to manipulate computer keyboard and mouse;
    - Communicate verbally, in person and over the phone.

WORKING ENVIRONMENT:

Performs detailed technical work requiring a high degree of concentration with frequent interruptions. Work is performed indoors in a busy public office responding to customers at the public service counter and on the telephone. Also uses a computer workstation to enter data and look up information. May interact with frustrated and difficult members of the public.

EXPERIENCE AND TRAINING REQUIREMENTS:

- A minimum of six years of direct experience as a Permit Technician which includes experience working with the public in development plan review, development inspection and/or permit issuance.
- A minimum of two years of supervisory experience, preferably for a public service entity.
- Certification from International Code Council (ICC) as a Permit Technician on date of hire.

- Three years experience as a lead or senior Permit Technician preferred.
- Certification from the International Code Council (ICC) as a Plans Examiner and/or certification from the American Institute of Certified Planners (AICP) as a Planner preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the skills, knowledge, and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Valid Washington State driver's license and good driving required. Candidates must submit a three-year driving abstract prior to hire.
- Employment contingent upon passing a criminal conviction and local background check.

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3/08

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