



Permitting Supervisor

Department:	Development Services - Building	Pay Grade	NR-9
Bargaining Unit:	Non-represented	FLSA Status:	Exempt
Created Date:	April 20, 2021	Reports To:	Building Official

POSITION PURPOSE: Under general direction, plans, prioritizes, assigns, and supervises the public permit processing center activities and staff, emphasizing consistency in service delivery and excellent customer service. Provides supervision and support to permit services provided by the Department; provides information regarding development regulations, procedures, ordinances and codes to owners, contractors, architects, engineers, developers and the general public; assists customers with resolution of questions, complaints, or application problems; coordinates with other staff to develop and improve the permitting process. Performs technical development and maintenance functions for the department. Provides supervisory oversight, guidance and training to permit coordinators.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

- Manages large, complex construction projects acting as the liaison between the developer, contractor, permit coordinator, reviewers and inspectors from Pre-Application through C of O for quality control.
- Oversees the processing of building permit applications that are within the ESLHA (Earth Subsidence and Landslide Hazard Area) designation.
- Programs backend application configurations, fees, and instructions for online and internal permit systems.
- Provides backup to telephone inquiries and email inquiries from the public at large and from City departments.
- Monitors and provides oversight for public records requests from the City Clerk's office.
- Assists Permit Coordinators with complex address assignments and corrections with City departments and other agencies.
- Develops and maintains department procedures and forms for permitting, archiving, and other permit related processes.
- Reviews and keeps current with changes in technology and regulations. Provides administrative and technical support to permitting and software programs, document management, website maintenance, and issue resolution.

JOB DESCRIPTION

Permitting Supervisor

- Supervises Permit Coordinators, including: scheduling and assigning work; coaching and training; fostering analytical thinking and creativity in methods of delivering City services, developing work plans, and evaluating performance.
- Provides performance feedback to employees through oral and written performance evaluations.
- Assists in the preparation and monitoring of the Building Division budget.
- Represents the department and City on various technical and procedural committees.
- Investigates, authorizes and processes payment error corrections and refunds.
- Resolves permitting issues, sometimes outside standard procedures. Provides assistance and advocacy to internal and external customers, contractor working with City departments and other regulatory agencies.
- Conducts and assists in special projects as assigned by the Building Official or Director. Projects may involve extensive research and comparisons, administrative follow-up, liaison with community groups, other agencies and City staff.
- Investigates customer service complaints and recommends corrective action, as necessary, to resolve those complaints.
- Develops customer service surveys and provides data to management for analysis.
- Assists other staff in the performance of their duties as assigned.
- Performs other related duties within the scope of the classification.

Required Knowledge of:

- Development services permitting processes, current regulations and City codes.
- Building construction concepts and technology.
- Maps, building codes, code books and related processes.
- Principles of customer service.
- Research methods and advanced report creation and record keeping processes.
- Structure, organization and inter-relationships of city departments, agencies and related governmental agencies and offices affecting assigned functions.
- Effective oral and written communication principles and practices to include customer service.
- Modern office procedures, methods and equipment including computers and computer applications.
- English usage, spelling, grammar, and punctuation.
- Principles of business letter writing.

Required Skill in:

- Reading a variety of plans, specifications, and other materials related to the permitting processes.
- Monitoring and organizing work to meet schedules and timelines.
- Performing basic mathematical calculations sufficient to perform assigned responsibilities.
- Maintaining required records and producing a variety of routine and advanced reports.
- Interpreting and applying federal, state and local policies, laws and regulations related to area of responsibility.
- Utilizing personal computer software programs and other relevant software affecting assigned work.
- Establishing and maintaining effective working relationships with staff, management, vendors, outside agencies, community groups and the general public
- Excellent customer service skills.

JOB DESCRIPTION

Permitting Supervisor

- Independent work and decision making skills consistent with department objectives with minimal supervision, adapt to changing work priorities, manage multiple tasks concurrently, communicate with staff and the public on a variety of issues, multi-task by handling several high priority issues and projects at the same time.

MINIMUM QUALIFICATIONS:

Education and Experience:

High School Diploma/GED Certificate and five years of experience in land use or building construction permitting with customer service/public contact that includes permit/application review; the five years should include two years of supervisory/ managerial experience OR an equivalent combination of education, training and experience which allows the incumbent to successfully perform the essential functions of the position.

Required Licenses or Certifications:

Valid State of Washington Driver’s License.

Possession of an ICC Permit Technician certification, or ability to obtain within one year.

Must be able to successfully complete and pass a background check.

WORKING CONDITIONS:

Environment:

- Office and construction site environments.

Physical Abilities:

- Hearing, speaking or otherwise communicating to exchange information in person and on the telephone.
- Operating a computer keyboard and various tools.
- Reading and understanding a variety of materials.
- Bending at the waist, kneeling or crouching, reaching above shoulders and horizontally or otherwise positioning oneself to accomplish tasks.

Hazards:

- Contact with dissatisfied or potentially abusive individuals.

Incumbent Signature: _____

Date: _____

Department Head: _____

Date: _____