

PERMIT MANAGER

DEFINITION

Under direction, manages the Planning and Building permit application, routing, processing, review assignment and approval coordination, documentation, issuing, and Certificate of Occupancy recordation functions of the County; to perform a variety of complex administrative, staff and office management duties; to assign, schedule, coordinate, supervise, and evaluate the work of assigned staff; to perform a variety of difficult, complex and specialized permit review, coordination, scheduling, and approval assignments, and public relations assignments; to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is a single position specialist class for a mid level management position which has primary responsibility for Planning and Building Services permit application, routing, processing, review assignment and approval coordination, documentation, issuing, and Certificate of Occupancy recordation functions of the County; Responsibilities also include training, assigning, supervising, overseeing, and performing a variety of administrative, staff and office management functions. Incumbent reports directly to the Director of Planning and Building or the Building Official. Successful performance of responsibilities requires advanced detailed and specialized knowledge and understanding of the operations and policies of Planning and Building Services, Department of Environmental Health, Engineering Department, Housing and Community Development, and other participating public agencies

REPORTS TO

Director of Planning and Building Services, Building Official

CLASSIFICATIONS DIRECTLY SUPERVISED

Senior Permit Technician, Permit Technician, and may provide supervision for Administrative Assistant I, II positions.

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EXAMPLES OF DUTIES

- Serves as primary manager of Planning and Building Services permit application, routing, processing, review assignment and approval coordination, documentation, issuing, and Certificate of Occupancy recordation functions of the County
- Serves as primary manager of telephone service functions of the department
- Serves as primary manager of counter service functions of the department
- Serves as primary customer service coordinator between Quincy office, satellite offices, and other participating departments and agencies
- Trains, assigns, schedules, coordinates, supervises, and evaluates the work of assigned staff
- Establishes work schedules and priorities
- Performs public information and relations assignments, receiving office visitors and telephone calls, providing comprehensive information about department policies, County codes, ordinances, functions, and procedures
- Establishes and updates information retrieval and communication systems
- Performs the most complex counter review and processing assignments
- Analyzes and identifies permit processing problems and advises the Building Official on permit operational improvements, and may assist the Building Official with long term planning of department customer service goals.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of audio-visual equipment; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment; contact with staff and the public.

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KNOWLEDGE OF

- California Building Codes, local ordinances, County policies, rules, and regulations.
- Laws, rules, and regulations affecting assigned program functions and services.
- Blue print reading.
- Public and community relations.
- Office management methods and procedures.
- Establishment and maintenance of filing and information retrieval system.
- General principles of construction.
- The most difficult submittal and review requirements.
- Interagency approval requirements.
- Personal computers and software applications related to administrative support work and permit processing.
- Correct English usage, spelling, grammar, and punctuation.
- Principles of work coordination and lead supervision.

ABILITY TO

- Perform a wide variety of complex and specialized intake, review coordination, approval, and tracking for Planning and Building Services Department, Zoning Administrator and Planning Commission.
- Interpret, explain, and apply a variety of County and Department policies, rules, and regulations.
- Work with considerable initiative and independence while exercising good judgment in recognizing scope of authority
- Exercise significant responsibility in the development, maintenance, and control of the Department permit operations functions.
- Gather, organize, analyze, and process a variety of submittal and issuance requirements.
- Prepare, clear, concise and accurate records.
- Prepare promotional, technical, and informational materials.
- Provide training, assignment, supervision, and evaluation for assigned staff.
- Use a personal computer and appropriate software for word processing, permit processing, recordkeeping, and administrative functions.
- Establish and maintain cooperative working relationships.
- Establish and maintain efficient office procedures.
- Effectively represent the County in answering questions, responding to inquiries, providing assistance, and dealing with concerns from the public, community organizations, other County staff, and other agencies.

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TRAINING AND EXPERIENCE

1. At least five (5) years of responsible experience equivalent to Permit Technician with Plumas County, including substantial experience in a public contact position, preferably including at least one (1) year in a supervisory position.
2. I.C.C. certification as "Permit Technician" or equivalent.

SPECIAL REQUIREMENTS

Must possess a valid driver's license at time of application and a valid California Drivers License by time of appointment. The valid California Drivers License must be maintained throughout employment.

In addition, Certification as a Permit Technician, by ICC or its equivalent, and must be maintained throughout employment.