
PERMIT SERVICES SUPERVISOR**DEFINITION**

Under general direction of the Chief Building Official, the Supervising Permit Technician oversees the day to day operation pertaining to building and safety permit services activities; supervises and directs the work of assigned staff; performs advanced technical work; processes and maintains a variety of building and related records which includes calculating fees, preparing monthly and annual revenue reports, and tracking the status of plan checks and inspections, and coordinates and oversees customer service and permitting functions; manages the development and implementation of the Land Management System (LMS), and performs related work as required.

DISTINGUISHING CHARACTERISTICS

The Supervising Permit Technician is distinguished from the Senior Permit Technician in that an incumbent in this class is primarily responsible for performing more advanced work functions and supervising the permit services section.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

- Performs both routine and specialized administrative duties related to departmental operations including data research, report writing, coordination of meetings and events, and budget tracking.
- Supervise subordinates including training, assigning, reviewing, and evaluating work performance, counseling and disciplining staff resolving grievance.
- Liaison to Information Technology Department for all matters related to the Land Management System (LMS); coordinate staff training for systems functions including planning, permitting, inspections and electronic plan review.
- Prepares, processes and tracks purchase requisitions and invoices for services and materials.
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- Compile's information and data for administrative, statistical, and financial reports; checks and tabulates statistical data; prepares and assembles reports, manuals, articles, announcements and other informational materials.
- Coordinate customer service and operational procedures with department staff, other City departments and outside agencies.
- Compiles statistical reports on construction activities for submission to U.S. Department of Commerce, state, and local agencies.
- Processes confidential information and documents; obtains confidential or personal information from the public; assists the public concerning complaints and solutions. Maintain and provide information of status on active projects in response to a wide range of inquiries.
- Assists the public over the telephone and at the public front counter; provides customer service to all members of the community and all those contacted while performing job functions.
- Interprets, applies, and uses building codes, municipal codes, ordinances and other related laws, regulations
- Provides quality customer service to the public at a public counter, processing construction plans, forms, and permit applications for issuance of development and construction permits for commercial, industrial, and residential projects.
- Performs the more complex functions related to the City's development and permitting processes; resolves or assists in resolving difficult or complex permitting issues.

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Development Services Specialist (Continued)

- May serve as back-up cashier, receiving payments for services or fees; reconciles money received and prepares deposit.
- Maintains permit forms and handout materials related to permit requirements and issuance.
- Performs other related duties as required.

QUALIFICATIONS

Knowledge of:

- Principles of business letter writing and basic report preparation.
- Basic methods of data collection and analysis.
- Knowledge of permit and plan checking procedures, rules, regulations and guidelines.
- Local, state, and federal building, engineering and planning codes and regulations related to the permit process.
- Building inspection and minor plan checking procedures and requirements.
- City codes and standards governing building and construction activities.
- Available resources and materials related to planning and building code requirements.
- Computer applications as they relate to specialized permit issuance and report software.
- Principles and practices of effective customer service and telephone etiquette.
- Modern office practices and procedures, including filing and recordkeeping.

Ability to:

- Establish and maintain cooperative working relationships.
- Work effectively in a team-oriented environment to accomplish shared goals.
- Learn and apply in-house and industry standard automated systems and computer software applications.
- Communicate effectively both orally and in writing to provide and obtain information.
- Prepare clear, concise, and comprehensive correspondence, reports and other written materials.
- Adjust positively to changing work assignments and priorities.
- Manage time effectively and prioritize tasks to meet deadlines amidst continuous interruptions.
- Perform mathematical calculations with speed and accuracy.
- Review situations accurately and take appropriate action according to established guidelines.
- Understand and carry out oral and written directions independently.
- Apply laws and regulations affecting the issuance of building permits.
- Coordinate work assignments with other divisions, departments and agencies.
- Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.

Experience and Training Guidelines

Experience:

Four (4) years of experience working in a Building and Safety Division including lead experience and frontline customer service with the public. Experience conducting over the counter plan checks and working with Geographic Information Systems (GIS), an electronic Land Management System (LMS), and or Electronic Plan Check is preferred.

Education

Graduation from high school or evidence of equivalent education proficiency. A bachelor's degree from an accredited college or university in Public Administration, Business Administration or closely related field is desirable. Minimum qualifications may be met via an equivalent combination of experience and education sufficient to perform the essential job functions.

Licenses and Certifications

Possession of, and ability to maintain, a valid California driver license.
Possession of an International Code Council (ICC) Permit Technician Certification
Plans Examiner Certification is desirable.

WORKING CONDITIONS

The work environment characteristics and physical/mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Environmental Conditions:

The employee works under typical office conditions with exposure to computer screens, and the noise level is usually quiet.

Physical Conditions

Essential functions may require maintaining physical condition necessary for sitting for prolonged periods of time and operating motorized vehicles. The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mental Demands

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information, and documents; analyzes and solves problems; uses math, and mathematical reasoning; observes and interprets people, and situations; learns and applies new information and skills; performs detailed work; deals with interruptions, and multiple concurrent tasks; and interacts with others encountered in the course of work.