



Permit Process Manager

Purpose of the role:

Under general direction, plans, organizes, and supervises Permit Process section activities and operations with the Community Development Department; supervises and coordinates the provision of efficient and effective service delivery to development services customers; coordinates assigned activities with other divisions and outside agencies as well as small businesses, residents, and other applicants involved in the permitting process; and performs related duties as assigned.

Distinguishing Characteristics:

The Permit Process Manager assumes responsibility for planning, organizing, and supervising various programs, services, and operations related to the assigned area including coordinating customer relations and service in the planning, application, and permitting process. Incumbents in this class report directly to the Community Development Director, participate in the development of goals, objectives, policies, and priorities, and supervise the work of subordinate staff. The incumbent is responsible for promoting collaborative efforts of permit processing staff and assists in the resolution of process-related issues raised by other departments, outside agencies, individuals or business organizations. Assignments are varied and carried out with considerable judgment and independence.

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Essential Duties and Responsibilities:

- Plans, organizes, supervises, and evaluates permit processing program activities and operations within the Community Development Department including: issuing building permits; performing over the counter plan checking; reviewing and processing administrative planning entitlements including making presentation at administrative hearings and Planning Commission; administering and reviewing commercial sign applications throughout the City; administering the legal notification process including project site posting; and general technical support for the Department.
- Integrates building and planning permit functions to support major department components including development planning, plan check, inspection services, housing and redevelopment; develops, implements, and monitors work plans to achieve goals and objectives; supervises and participates in developing, implementing, and evaluating plans, work processes, systems, and procedures to achieve annual goals, objectives, and work standards.

- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and other rewards to recognize performance; recommends disciplinary action, up to and including termination, in accordance with the City's Personnel Rules and Regulations.
- Identifies opportunities for improving service delivery methods and procedures; coordinates in-house committees and focus groups to develop improved processes; recommends, within departmental policy, appropriate services and staffing levels.
- Provides leadership and works with staff to ensure a high performance, customer service-oriented work environment through selection, training, and day-to-day management practices that supports achieving the department's and the City's mission, objectives and values.
- Participates in the development of the assigned program budget; forecasts funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; recommends budgetary adjustments as necessary.
- Coordinates permit processing activities with other City departments, outside agencies, customers, and the general public; serves on inter-agency committees, boards, and commissions.
- Explains, justifies, and defends assigned programs and activities; responds to and resolves difficult and sensitive citizen inquiries and complaints; provides information and assistance to developers, property owners and the public regarding laws, policies, regulations, standards and procedures with respect to submission of plans, processing of applications and implementation requirements.
- Provides staff assistance to the Community Development Director; participates on a variety of committees; prepares and presents staff reports and other correspondence as appropriate and necessary.
- Prepares a variety of written communications including analytical reports, correspondence and drafts of revisions to local ordinances, planning policies and procedures.
- Maintains current knowledge of new trends and innovations in the field of permit processing attends and participates in professional group meetings; participates in professional development activities; reads publications relevant to area of assignment.
- Performs related duties as required.



The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operational characteristics, services, and activities of a permit processing program.
- Principles and practices of municipal budget preparation and control.
- Principles and practices of supervision, training, and performance evaluation.
- Pertinent federal, state, and local laws, codes, and regulations.
- Local government organization and the functions and practices of municipal planning units.
- Application, modification, and inter-relationships among planning/building codes, ordinances, policies, standards, procedures, and practices associated with the permit process.
- Terminology, symbols, methods, and techniques used in construction technology and planning; related exhibits including site plans, grading plans, and architectural elevations.

Ability to:

- Supervise, direct, and coordinate the work of lower level staff.
- Select, supervise, train, and evaluate staff.
- Participate in the development and administration of goals, objectives, and procedures.
- Effectively coordinate building and planning development services functions associated with permit processing.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Perform complex analysis and research, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Prepare and administer assigned budget.
- Prepare clear, concise, and comprehensive administrative and technical reports.
- Work on multiple, concurrent projects with strict deadlines and with frequent interruptions.
- Utilize standard office equipment including computers and related software applications.
- Understand, interpret, explain and apply applicable federal, state and local policies, laws and regulations.
- Interpret maps, site and building plans and specifications, graphs and statistical data.
- Exercise sound independent judgment within established guidelines.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

***Desired
Minimum
Qualifications:***



Competencies:

- Effective Communicator
- Strategic Thinker
- Problem Solver and Decision Maker
- Planner and Organizer
- Interpersonally Effective
- Skill and Career Development Coach
- Technically Knowledgeable

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

A Bachelor's degree from an accredited college or university with major course work in urban planning, public administration, business administration or a related field.

**Education and
Experience
Guidelines:**

Experience:

Six years of increasingly responsible professional experience including one year of administrative and/or lead supervisory responsibility and experience in a community development program area.

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license is required.

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

**Physical and
Environmental
Conditions:**

Physical: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; lift, drag, and push/pull files, paper, and documents weighing up to 25 pounds; and operate office equipment. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Standard office setting; may also require incumbents to perform site visitations that involve exposure to outdoor weather conditions and possible exposure to chemicals, fumes, dust, and air contaminants; interact with officials and the public.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/5/03
Date Revised: