



CITY OF LONG BEACH CLASSIFICATION SPECIFICATION

TITLE: PERMIT CENTER SUPERVISOR

DEFINITION: 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.

EXAMPLES OF DUTIES:

- Plans, organizes, coordinates, and evaluates the daily activities of the public permit processing center, including customer service, routing of permit applications to appropriate points of activity and coordination with various staff as necessary to ensure a consistent, timely, efficient, and accurate review and issuance of permits and approvals;
- Provides accurate information and direction to staff regarding building, planning, zoning, fire, and engineering information and requirements;
- Interprets codes, ordinances, policies, etc., accurately to assist the public and development community to obtain permits and information;
- Optimizes efficiency and responsiveness through creative problem solving;
- Develops procedures and policies that ensure the permit and plan check process will be consistent;
- Creates and maintains reports on permit timeliness, activities, hours, and other data which tracks permit statistics and performance;
- Investigates and recommends changes in processes/procedures that will increase timeliness, efficiency and aid customer service and satisfaction through technology, etc.;
- Oversees the day to day operation of the public permit processing center's software, logs, spreadsheets, etc.
- Ensures the effective utilization of computer technology to monitor the flow of customers at the public permit processing center.
- Supervises, counsels, and evaluates assigned staff; reviews work; provides work direction and guidance to assigned staff; establishes work performance standards; prepares and conducts performance evaluations; initiates and implements disciplinary actions as appropriate; recommends promotions; and approves/schedules paid leaves;
- Trains staff and develops a public permit processing center culture that provides excellent customer service, promotes creative problem solving, and disseminates consistent information;
- Conducts staff meetings;
- Coordinates activities of all staff assigned to public permit processing center, in order to consistently manage work flow;
- Mediates and resolves disputes, misunderstandings, etc., between customers and staff;

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- Responsible for all physical aspects of public permit processing center, e.g. ensuring computers and printers are functional and safe, all forms are kept current and in stock, resource materials are available and up-to-date, and damaged physical assets are repaired;
 - Performs other related duties as assigned.

MINIMUM REQUIREMENTS

- Associate's degree with coursework in building construction science and technology, planning, civil engineering, architecture, fire science technology, code enforcement, public or business administration, or a closely related field and two (2) years experience as a Permit Technician II, or equivalent, performing in a lead capacity in a regulatory or permit processing environment with customer service responsibilities;

OR

- Four (4) years of recent, paid, and progressively responsible work in a public or private sector agency involved in regulatory functions or permit processing involving a high level of public contact with two (2) years of the required experience as a Permit Technician II, or equivalent, performing in a lead capacity in a regulatory or permit processing environment with customer service responsibilities;

AND

- Current Permit Technician or Plans Examiner certification issued by the International Code Council (ICC);

Knowledge of:

- Principles and techniques of effective supervision, including training and evaluation processes;
- Construction codes, techniques and methods of permits and plan check processes and procedures, and zoning requirements;
- Methods, principles, and practices of effective conflict resolution;
- Computerized permit information system;
- Current trends and developments in the field of permit processing;
- Proper English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

- Plan, direct, and coordinate a customer service focused public permit processing center;
- Supervise, train, and evaluate employees for the efficient and effective delivery of services;
- Interpret, apply, and explain City policies, procedures, laws, and regulations;
- Interpret and clearly communicate technical and complex information, terminology, policies and procedures, including construction codes, ordinances, and regulations;
- Review and make recommendations on complex personnel and performance issues, policy interpretations, and resource allocation issues;

- Analyze circumstances/situations accurately, adopt an effective course of action, and provide leadership to others in carrying out action plans;
- Establish and maintain effective working relationships with employees, supervisors, other management staff, and the public consistently exercising tact, good judgment and a pro-active, problem-solving focused communication style;
- Lead by example by consistently demonstrating professionalism, excellent customer service skills and service delivery;
- Multi-task and prioritize work load;
- Communicate clearly and concisely, both orally and in writing;
- Maintain composure under stressful circumstances;
- Operate office equipment including computers, printers and copiers as well as the supporting word processing, spreadsheet, e-mail, and database applications;
- Type with accuracy and at a speed necessary for successful job performance;
- Maintain accurate records and files;
- Facilitate and problem-solve quickly and independently and/or as part of a team;
- Provide support and leadership to City and department staff.

DESIRABLE QUALIFICATIONS

- Bilingual language ability (Spanish, Khmer, or Tagalog);

HISTORY

Approval/Adoption: Human Resources – 04/20/2016
Civil Service – 05/04/2016