

County of Humboldt Job Specification
PERMIT MANAGER
Classification 0336
FLSA: Exempt



DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of professional, technical, and administrative support staff responsible for providing land use and building permit application review and issuance; coordinates work with that of other units and divisions within the department, as well as outside agencies and departments; performs the most difficult and complex permit application reviews; confers with applicants and County staff in coordinating permitting processes; provides highly complex and responsible support to the Director of Planning and Building and the Deputy Director of Planning and Building in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned department management and collaborates with other department management personnel. Exercises direct supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification for planning, organizing, reviewing, and evaluating the programs, activities, and staff of the permit section. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include organizing and overseeing day-to-day permit processing activities and providing professional-level support to the Director of Planning and Building and the Deputy Director of Planning and Building in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work with that of other County departments and outside agencies. This class is distinguished from the Deputy Director of Planning and Building in that the latter assists in managing all functions of the department and serves as second-in-command to the department director.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignment of different positions.

- Plans, manages, and oversees the daily functions, operations, and activities of the permit section of the Planning and Building Department.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for the section; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of permit services, projects, and activities; assesses and monitors workload, administrative and

support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Director and Deputy Director.

- Manages and participates in the development and administration of and oversees the section budget.
- Participates in selection, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures.
- Provides highly complex staff assistance to the Director and Deputy Director; develops and reviews staff reports related to permit activities, projects, and services; presents reports to and advises commissions, committees, governing boards, and the community related to a wide variety of permit matters; performs a variety of public relations and outreach work related to assigned activities.
- Provides timely reporting of permit activity to local and state agencies.
- Represents the County and the department at meetings with individuals and other County departments.
- Oversees the development and maintenance of office procedure manual applicable to the area of assignment.
- Resolves difficult situations including those that arise in contact with homeowners, developers, builders, architects, contractors, and others regarding the interpretation or coordination of the department's work with other divisions and/or departments of the County.
- Advises staff and assists applicants regarding the most complex permit processing requests; reads and reviews plot plans, building plans, and application submission specifications for completeness and conformance to permit requirements; issue permits pursuant to specific guidelines; invoices fees.
- Provides information to applicants and others regarding land use and building permit application policies and procedures.
- Performs other duties as assigned relative to land use permits, building permits, and related development.

The requirements listed below are representative of the knowledge and ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

QUALIFICATIONS

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods, including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.

- Principles and practices of budget development and administration.
- California and other uniform zoning and building code and health and safety code sections, and/or grading, erosion, and sediment control ordinance, and encroachment ordinance.
- Local County and state ordinances and codes, as related to the permit processes and inspection procedures.
- Various construction types and basic building, encroachment, and grading, and/ or land development procedures and requirements.
- Applicable local ordinances and state statutes relative to land use, land development, and permitting processes.
- Applicable fire, zoning, and related laws and regulations.
- Real property description terminology and concepts.
- Business arithmetic, including the calculation of areas and fees.
- Record keeping principles and practices.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, developers, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the permit section.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Make sound, independent decisions within established policy and procedural guidelines.
- Read and interpret building, zoning, encroachment, and grading and/or land development plans, related construction documents, and various maps.
- Calculate square footage or cubic yardage, fees, and/or penalties from plans.
- Perform and review detailed technical and specialized development support work.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.

- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a bachelor's degree from an accredited college or university with major coursework in planning, business or public administration, or a related field.

and

Four (4) years of increasingly responsible experience in reviewing plans and processing building or development permits, including at least two (2) years at a level equivalent to the County's class of Senior Permit Technician.

Licenses and Certifications:

- Must possess a valid US driver's license upon date of application. Must obtain California driver's license following hire date per California DMV regulations.

PHYSICAL DEMANDS

- Mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various County sites; primarily a sedentary office classification although standing in work areas and walking between work areas may be required; occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information; ability to lift, carry, push, and pull materials and objects up to 10 pounds.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

ENVIRONMENTAL CONDITIONS

- Office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

ADDITIONAL REQUIREMENTS

Some departments may require pre-employment screening measures before an offer of employment can be made (i.e., background screening, physical examination, etc.).