

CITY OF HAYWARD

SUPERVISING PERMIT TECHNICIAN

DEFINITION

Under general direction from the City Building Official or designee, coordinates and supervises the activities and performance of permit issuance and permit center staff; develops and implements policies and procedures to expedite the issuance of permits; performs routine to complex permit issuance; and assists the general public with more complex requests, issues, and complaints.

DISTINGUISHING CHARACTERISTICS

This is a supervisor level classification in the Permit Technician series. The incumbent is responsible for planning, coordinating and supervising the work activities related to permit issuance function, including the daily operations of the Permit Center. This position is responsible for assisting the City Building Official in the overall planning, administration, and management of the Permit Center functions. This classification requires the exercise of independent judgment in setting and accomplishing the goals and objectives of the department.

SUPERVISION RECEIVED

General supervision is provided by the City Building Official or designee.

SUPERVISION EXERCISED

Provides direct supervision of assigned Permit Center Staff.

ESSENTIAL DUTIES

Plans, schedules, assigns and reviews the work of Permit Center staff; arranges for training and employee development, evaluates performance and recommends selection and discipline.

Participates in issuing permits and paraprofessional plan check activities; performs advanced plan review and approval of projects, or portions of projects, not requiring the expertise of a registered engineer or architect, including residential and commercial projects up to the level of but not including the engineered portion of building designs, such as residential and commercial remodels, additions, and new construction.

Monitors and reviews operations for work output, efficiency, customer satisfaction and compliance with laws, rules, regulations, and professional and mandated standards.

Performs or assigns to staff public counter coverage on a daily basis with a Plan Check Engineer as a backup for difficult requests, issues, and complaints, provides general plan and zoning

ESSENTIAL DUTIES (continued):

designations and other basic planning information to customers requesting that information; utilizes GIS to access related data; provides plans for review at counter in regards to inquiries due to public hearing notices.

Makes recommendations on personnel actions, budgetary needs, and other administrative matters.

Assists in the preparation of and/or monitoring of the Permit Center budget.

Communicates status of projects to appropriate personnel, working cooperatively with all stakeholders.

Keeps customers advised of upcoming permit expiration and cancellations; responds to requests from customers and departments for permit history and/or building data; compiles current and historical data and prepares routine and special reports for internal and external audiences using various database and archival tools.

Participates in the development of and interprets and communicates appropriate application of policy and operational procedures; ensures the review of existing practices and policies to determine where improvement can be made; conducts research and analysis and makes recommendations regarding the business processes.

Performs related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of effective supervision, including work assignment, employee selection, training, and evaluation.

Principles and practices of administration, supervision and training including workload planning, establishing goals and objectives and problem solving techniques.

Principles and practices of municipal building and zoning permit processes.

Federal, state, and municipal codes and regulations governing building construction, rehabilitation, alteration, use, and occupancy (including building, electrical, plumbing, mechanical, energy, and green building standards codes).

Knowledge of counter review and issuance of residential and commercial projects.

Principles and techniques of providing courteous and effective customer service.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Knowledge of (continued):

Electronic permit tracking systems, word processing and spreadsheet applications.

Ability to:

Plan, organize, supervise, review, and evaluate the work of others.

Understand and explain relevant City policies, procedures, fees, and basic planning and building codes, regulations and development review processes to the general public, permit applicants, and City staff.

Understand and interpret plans, specifications, related construction documents, and maps.

Calculate square footage, fees, and/or penalties from plans, and fees for zoning permit applications.

Effectively prioritize and complete work with limited supervision.

Establish and maintain courteous and effective working relationships with internal and external customers.

Communicate clearly and concisely, both orally and in writing.

Effectively utilize computer applications and technology related to the work, including, but not limited to word processing, spreadsheet, database and permitting software.

EXPERIENCE AND EDUCATION

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

Experience: Four (4) years of experience in routine plan checking and/or building permit processing with at least one (1) year of lead or supervisory experience.

Education: Equivalent to a Bachelor's degree from an accredited college or university with major coursework in building construction, architecture, engineering, public administration, or a related field.

Licenses and Certificates: Possess and maintain a California Class C Driver's License. Possess and maintain an International Code Council (ICC) Permit Technician certification.

**SPECIAL REQUIREMENTS**

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; safely drive to various locations throughout the City and County to manage, direct, coordinate and/or participate in meetings and community events in a variety of community settings and weather conditions; make effective presentations to public audiences; conduct City business during day and evening hours, including occasional weekend and irregular hours; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; stand, walk, reach, bend and safely lift and move equipment and materials weighing up to 35 pounds; converse by telephone, by email, in person, and before small and large groups, and be clearly understood; read and comprehend legal, technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner. Essential functions must be performed with or without reasonable accommodation.

**PROBATIONARY PERIOD:** One (1) year

H340CS16

March 2017

AAP GROUP: 2

FPPC STATUS: Designated

FLSA STATUS: Exempt