



DATE: May 11, 2017

TO: Personnel Commission

FROM: Director of Human Resources

SUBJECT: New Job Description for Supervising Permit Technician

RECOMMENDATION

That the Personnel Commission reviews and comments on the job description for the position of Supervising Permit Technician to ensure that employment standards are job-related. Job-related standards address all aspects of the job description, including supervision exercised, education, special requirements, and experience.

BACKGROUND/DISCUSSION

In addition to adoption and approval of the City's Classification Plan, the Personnel Commission reviews job descriptions to ensure that employment standards are job-related. The City utilizes a standard format when creating and revising job descriptions. Human Resources staff reviews all job descriptions with the respective departments and updates each to align the job description with the City's Classification Plan. Furthermore, Human Resources staff makes any adjustments to the job requirements as provided by the department prior to initiating a recruitment process.

The Development Services Department requests the creation of a new classification in the Permit Technician series for operational and organizational reasons. This new supervisory classification in the Permit Technician series would be responsible for planning, coordinating and supervising the work activities related to permit issuance function, including the daily operations of the Permit Center. This position would be 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.

Operationally, the volume and complexity of the permits for development in the City have increased and the Permit Center needs additional staffing resources to address these demands. The incumbent will coordinate and supervise the activities and performance of permit issuance. This classification will also be responsible for developing and implementing policies and procedures to expedite the issuance of permits. To address the work load in the Permit Center, the incumbent will also perform routine to complex permit issuance and will assist the general public with more complex requests, issues, and complaints.

Organizationally, the Supervising Permit Technician will provide Permit Technicians administrative direction by addressing performance management and development needs of the staff.

Therefore, it is the Human Resources Department's recommendation that the Personnel Commission adopt this new classification.

The new duties for the Supervising Permit Technician are as follows:

- 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 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.

FISCAL IMPACT

The annual cost of salary and benefits for the Supervising Permit Technician is under review and will be proposed in the FY 2018 Adopted Budget.

Prepared by: Farbod Pirouzmand, Deputy Director of Human Resources

Recommended by: Nina S. Collins, Director of Human Resources

Approved by:

A handwritten signature in black ink, appearing to read 'K. McAdoo', is positioned above a horizontal line.

Kelly McAdoo, City Manager