



PERMIT CENTER SUPERVISOR

DEFINITION

Under general direction, responsible for planning, organizing, and coordinating the day-to-day operations of the Permit Center within the Community Development Department; including, supervising the work and activities of Permit Center staff engaged in providing information and direction to the public on planning, engineering, and building issues, processes, and requirements; providing technical expertise in building, zoning and plan review administration; reviewing permit applications, plans, and supporting documents for proper form, completeness, sufficiency of information, conformance with legal standards, and compliance with City requirements; receiving, recording, and completing general permit processing procedures including distribution of building plans for plan checking; performing plan checks for Planning Commission and City Council conditions; issuing permits as authorized; providing expertise in software applications and processes and ensuring existing applications meet department needs and are fully implemented to maximize benefit; coordinating technology implementation and upgrades as the department's lead for technology implementation and upgrades; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

The incumbent receives general direction from the Director of Community Development or designee and exercises direct supervision over assigned technical and clerical-level staff.

CLASS CHARACTERISTICS

This is a single-position supervisory classification which is primarily responsible for supervising permit center staff, daily operations of the permit center and the customer service counter, and assists with planning, building, and engineering services and functions. The Permit Center Supervisor is distinguished from the Planning/Building Technician I/II in that it is responsible for supervising planning, organizing, and coordinating the operations and activities of staff at the Permit Center, and for handling the most complex planning, engineering, and building functions.

ESSENTIAL DUTIES

Duties may include, but are not limited to the following:

- Plans, supervises, and oversees the daily operations, functions, and activities of the Permit Center in the Community Development Department.
- Plans, prioritizes, assigns, supervises, and evaluates work of assigned personnel; trains and instructs employees in work methods; recommends and implements disciplinary actions.
- Provides direct oversight of all permit functions including proper coordination and review of all applications received; ensures that all permits/applications are processed timely, accurately, and in accordance with established guidelines and procedures.
- Ensures that all permit and entitlement records are kept and maintained as required in hard

copy and electronic formats.

- Ensures uniform application of the appropriate codes, rules and regulations; contributes to efforts to streamline processes and bring efficiencies to all operations and processes; reviews policies, procedures, regulations, reports and legislations to determine operational changes.
- Coordinates permit/customer center as required with other departments and divisions within the department.
- Responds to inquiries from staff and the public and addresses any concerns or complaints.
- Administers and implements department technology; serves as a liaison between Community Development Department staff, Information Technology staff, and software vendors to develop, maintain, and enhance permit tracking software systems; creates and edits workflows and reports as necessary; maintains and improves processes to enhance work efficiency and the delivery of services; develops business processes to align with policies and customer service goals.
- Develops and oversees the distribution of information handouts, brochures and web site materials related to the Permit/Customer Center.
- Performs a full range of technical duties in support of the Community Development Department's services and activities in both planning and building services divisions including but not limited to, conformance with the City's building and planning requirements and processes, minor plan checks, issue minor permits, and review and approve plans and accompanying documents on over-the-counter permits.
- Calculates permit and mitigation fees, and provides fee estimates as requested; tracks fee deferrals and bonds related to development projects.
- Accesses, enters, and updates computerized plan check data and tracking systems, and provides information to the public relating to the status of projects and permits.
- Prepares reports, memos, and letters pertaining to development review and permitting; collects, records, and balances permit-related monetary transactions.
- Researches, compiles, and analyzes data for special projects and various reports.
- Builds, and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applicable federal, state and local laws, regulations and codes relating to urban planning and building sufficient to answer questions and provide information to the public; applicable fire, zoning and related laws and regulations.
- Principles and practices of land use and construction permitting.
- Organization and operation of the City and outside agencies involved with development approval and coordination.
- Research techniques, resources and sources of information related to Community Development.
- Pertinent local, state, and federal building, zoning, engineering, planning codes and regulations

as it relates to the permit process.

- Maps, construction plans and specifications.
- City permit and plan check procedures, rules, regulations, and guidelines.
- Business letter writing and basic report preparation.
- Business arithmetic and basic statistical techniques.
- Records management principles and practices.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- 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.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

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.
- Supervise, coordinate, and oversee unit activities.
- Learn, interpret, apply, and explain advanced local, state, and federal regulations and Standards related to the job.
- Understand complex construction plans, maps, and specifications.
- Respond to and assist in the resolution of difficult and sensitive development related inquiries and complaints.
- Use independent judgment and personal initiative.
- Understand, interpret, and explain department program policies and procedures.
- Respond to a wide variety of requests and inquiries from the public.
- Make accurate arithmetic, financial and statistical computations.
- Establish, maintain and research a variety of files and records.
- Perform detailed, technical and specialized permit support work.
- Perform the full range of office and clerical support duties and tasks.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic and other requests/interruptions.
- Compose correspondence and reports independently or from brief instructions.
- Interpret, apply and explain policies, procedures, and project conditions.
- Effectively represent the department and the City 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.

- Effectively use computer systems, software applications, 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.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work

Education and Experience

A combination of education and experience which would provide the required knowledge and abilities is qualifying. Note: education may not fully substitute for the required experience unless expressly stated herein.

Equivalent to an associate's degree from an accredited college or university in building inspection, urban planning, architecture, landscape architecture, engineering, or a related field;

AND

Four years of full-time administrative or technical experience that involves extensive public contact preferably related to community development.

Licenses and Certifications

- Possession of, or ability to obtain and maintain, a valid California Class C Driver License and a satisfactory driving record is required. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.
- A Permit Technician Certificate from the International Code Council (ICC) is required within six months of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle to visit various City sites and attend off-site meetings; vision to read printed material and view a computer screen; hearing and speech to communicate in person, before groups, and over the telephone; finger dexterity to operate standard office equipment and access, enter, and retrieve data using a computer keyboard and calculator; the ability to bend, stoop, kneel, reach, and push and pull drawers open and closed to retrieve and file information; and occasionally lift, carry, push, and pull materials and objects up to 20 pounds to perform the required job functions. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Employees may be required to work evenings, weekends, and holidays, as well as participate in afterhours on-call assignments.

All City of Rocklin employees are designated as Emergency Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department and/or City.

This class specification should not be construed to imply that these requirements are the exclusive standards of each position as not all duties are necessarily performed by each incumbent.

Adopted	May 2014
Revised	October 2019, February 2023 (Retitle)
FLSA	Non-Exempt
Salary Schedule	Public Services Employees/Range 27