

PERMIT SERVICES SUPERVISOR

Salary Range: 33 (Public Service Employees)

DEFINITION

Under general supervision, responsible for planning, organizing, directing, and supervising the operations and activities of the Permit Center within the Economic and Community Development Department; coordinates activities involving providing information to the public on planning, engineering, and building issues, processes and requirements; assists project applicants in meeting City requirements by conferring with architects, engineers, and contractors; performs plan checking of development projects to ensure compliance with Planning Commission and City Council conditions of approval, the zoning code, applicable municipal code sections, City ordinances and department policies; troubleshoots design and construction problems; reviews permit applications, plans, and supporting documents for completeness, sufficiency, conformance with legal standards, and compliance with City requirements; and performs related work as required.

DISTINGUISHING CHARACTERISTICS:

This is the supervisory level class in the Planning/Building Technician series. Incumbents are expected to work independently exercising initiative and judgment with general direction, and to provide supervision to lower-level technical and clerical staff. This class is distinguished from the Planning/Building Technician in that the latter is the journey level class not responsible for supervision.

SUPERVISION RECEIVED AND EXERCISED

The incumbent reports to the Economic and Community Development Director or his/her designee and exercises direct supervision over the Planning/Building Technicians, and administrative support personnel.

EXAMPLES OF DUTIES, KNOWLEDGE, AND ABILITIES

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

- Reviews building and site development plans, specifications, of non-residential and residential projects for compliance with Planning Commission and City Council conditions of approval and applicable codes, ordinances and policies.
- Reviews building permit submittals for proper form, completeness, sufficiency of information, and legal requirements.
- Conducts field inspections during various stages of site and building construction of commercial, multi-family, and residential projects to ensure compliance with approved plans, construction documents, Planning Commission, and City Council conditions, zoning codes and other rules and regulations.
- Oversees and evaluates all operations and activities of the permit center; recommends improvements and modifications; prepares various reports on operations and activities.
- Plans, assigns, supervises, and evaluates activities of assigned staff.

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- Troubleshoots design and construction problems and works with applicants to develop alternative compliance methods; meets with construction superintendents and designers to review field conditions and discuss potential project issues; prepares detailed correction lists and re-inspects mitigation processes.
- Oversees and assists in the referral and processing of building permits, ensuring that all pertinent application requirements are met.
- Determines compliance with applicable codes, ordinances and policies using standard measuring tools and doing mathematical calculations to determine square footage, setbacks, distances, and other items related to construction plan or field inspection compliance.
- Provides information and direction to the public related to the City's development and permit process including planning, building, and zoning matters.
- Assists homeowners, builders, architects and contractors with planning and permit requirements pertaining to their project; answers questions, responds to complaints, troubleshoots problems.
- Calculates and/or reviews all commercial and multi-family building permits and plan check fees; collects such fees and issues receipts; calculates and updates the City's development fees.
- Issues building permits, and oversees complex permit processing.
- Researches parcel maps, final maps, subdivision improvement plans and other City documents to determine project compliance and status.
- Oversees the residential and commercial addressing process.
- Routes plans to various City departments and/or divisions for review and sign-off; tracks plans and ensures their return in a timely manner.
- Compiles data and prepares reports and summaries related to assigned activities including those for City Council, outside agencies, other City departments, and other agencies as required.
- Conducts field review as necessary to assess all pertinent issues of the assigned project.
- Maintains files, records, and schedules related to inspections and plan checks; submits inspection reports as required; prepares comprehensive plan check correction lists.
- Provides training and coordination on a variety of activities including but not limited to, plan checking, field inspections, and the general permit process.
- Performs other duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Basic supervisory principles and practices
- Principles and practices of field inspection including use of measuring tools
- 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
- City ordinances, codes, and regulations pertaining to assigned area of responsibility

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- including those pertaining to permit approval
- Various zoning and planning procedures and requirements; various construction types and building inspection procedures and requirements
 - Plan review and inspection procedures; principles and practices used in building and planning processes; land use planning and related construction permitting
 - Organization, procedures, and operating details of the Economic and Community Development Department
 - Business letter writing and basic report preparation
 - Occupational hazards and standard safety practices necessary in the area of field inspection
 - Mathematical principles including algebra, geometry, and trigonometry
 - Modern office practices, methods, and computer equipment/applications related to work
 - English usage, grammar, spelling, vocabulary, and punctuation
 - Techniques for effectively representing the City in contacts with governmental agencies, community groups and various professional, educational, regulatory and legislative organizations
 - Techniques for dealing with the engineers, developers, contractors, City staff, and representatives of other agencies in an effective manner
 - Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone

Ability to:

- Interpret and effectively explain City policies, procedures, fees, planning, zoning, and building ordinances, codes, and regulations to the general public, permit applicants, and City staff in an accurate and tactful manner
- Conduct plan reviews and field inspections for planning related items
- Organize and maintain a variety of files and records including those pertaining to permit approvals
- Coordinate and monitor the progress of permit approvals through City departments and outside agencies; assist customers with obtaining permits
- Read, understand, and interpret construction plans, specifications and maps for conformance with City standards and policies
- Perform detailed, technical and specialized planning and zoning and/or permit and inspection support work.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Establish, maintain and research a variety of files and records.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Analyze and compile technical and statistical information.
- Prepare clear, effective and accurate reports, correspondence, change orders, specifications and other written materials.
- Make accurate mathematic computations.

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- Represent the department and the City effectively in meetings with other departments, public and private organizations and individuals.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize own work and work of others, set priorities and meet multiple deadlines.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective relationships with those contacted in the course of the work.
- Meet the physical requirements necessary to safely and effectively perform the assigned duties

Minimum Qualifications:

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 in urban planning, architecture, landscape architecture, engineering, or a related field

AND

Four (4) years of increasingly responsible full-time experience as an assistant planner, building inspector or journey-level planning or building technician at a level equivalent to the Planning/Building Technician at the City of Rocklin.

OR

- Six (6) years of increasingly responsible full-time experience as a journey level building or planning technician that included responsibility for reviewing applications for basic compliance.

License Requirements:

- A valid California class C driver's license with satisfactory driving record is required at the time of appointment. 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).
- Certification equivalent to a Building or Zoning Inspector or Permit Technician by the International Code Council is desirable.

Physical Requirements:

Incumbents must possess mobility to work in a standard office and use standard office equipment, including a computer; inspect City development sites, operate a motor vehicle and visit various City and meeting sites; mobility to traverse uneven terrain, periodically standing, stooping, bending, climbing and kneeling to perform fieldwork; vision to read handwritten and printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification requiring occasional standing in and walking between work areas, although some field work is

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required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, keyboard or calculator and to operate standard office equipment; positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information, and occasionally lift and carry reports and records that typically weigh less than 20 pounds.

Working Conditions:

Employees work in an office environment with moderate noise levels and controlled temperature conditions, as well as in the field and are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Incumbents may be required to work weekends, holidays, and evenings

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This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.