

## PERMITS SUPERVISOR

### JOB DESCRIPTION

**Classification Responsibilities:** A Permits Supervisor under general supervision, performs responsible, complex and varied support, to include technical advisory work in processing and issuing construction or right-of-way permits consistent with building and zoning codes. Supervises the work of technical and support personnel assigned to the permits section of the Development Services Division including: directing, organizing, scheduling, training, and coordinating work related activities. Permits Supervisor duties also include: collecting on permit fees due and researching previous payment histories; overseeing customer permit and account reconciliation; preparing and analyzing daily and/or monthly payroll and financial performance reports. Performs special projects as assigned, which may include creating, documenting procedural process improvements and functions supporting the City Share and Private Line programs.

**Distinguishing Features:** Incumbents in this class perform skilled and varied paraprofessional assignments involving extensive public contact of a specialized nature requiring significant knowledge of general building codes, zoning codes, ordinances, construction terms, general civil plan review, as well as the ability to read plats and site plans. Incumbents are also responsible for receiving, investigating, and preparing reports of service requests from the public and other entities that address utility installations. Work requires the application of independent judgment based on knowledge gained through experience and may require complex departures from standard policies to achieve intended results. Incumbents are responsible for hiring new employees, training new employees, completing performance evaluations, developing work schedules, approving leave requests, and resolving equipment and procedural problems to ensure uniformity of procedures, rules and regulations. Duties also include maintaining appropriate records and preparing and distributing various permit related statistical reports for use by the division and outside governmental agencies. This position differs from the Permits Technician classes by its leadership and supervisory responsibilities and the more difficult, varied, and complex technical work performed. Supervision is received from a Deputy Director - Development Services who reviews work by results achieved and through meetings and conferences. This class is FLSA nonexempt.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Graduation from high school or GED, supplemented by coursework in computer or construction technology. Considerable (3 - 5 years) increasingly responsible customer service and/or technical experience in a municipal or private development environment. Must be experienced in the use of a personal computer and a variety of computer software packages.

**Special Requirements.** None.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** A minimum of one year of experience in a lead or supervisory capacity and a good working knowledge of engineering symbols and terminology is preferred. A permit technician certification is highly desirable. A Bachelor's Degree in building construction, architecture, planning or related field and supervision of a call center that provides technical information are desirable.

## **ESSENTIAL FUNCTIONS**

**Communication:** Communicates accurately and courteously both verbally and in writing with the general public, other City employees, management, contractors, and developers. Prepares written documents in response to customer requests for research and property status or in resolving problems or irregularities involving permit processing and related areas. May communicate under considerable pressure or in stressful situations.

**Manual/Physical:** Reviews the work of others to ensure compliance with standard operating procedures. Operates a computer, microfilm reader, typewriter, printer, copier, calculator, telephone, and facsimile machine in order to calculate permit fees and charges, manage work group scheduling and attendance requirements, issue construction and right-of-way permits, notify applicants, research records, and respond to inquiries. Enters data or information into a personal computer in order to issue construction and right-of-way permits, maintain public records, and records inspections. Moves construction documents (maximum weight 40 lbs.) for distances of up to ten feet in order to file and route the construction documents. Retrieves construction documents from shelves above shoulder level.

**Mental:** Prioritizes work, delegates and assigns work to personnel (submittals, permit issuance, posting inspections, calling applicants, etc.). Performs mathematical calculations to calculate permit fees from International Conference of Building Officials (ICBO) published valuations, determines assessment and calculation of permit and impact fees, verifies property dimensions in relation to proposed construction and verifies square footage. Understands and interprets blueprints, schematic drawings, fire protection drawings, layouts, zoning maps, and quarter section maps to verify compliance and adopted codes. Resolves procedural and operational issues in relation to the Permits Services Center. Supervises and evaluates the work of subordinate personnel. Conducts research, surveys and analyzes data related to development issues. Prioritizes multiple projects, meets required deadlines, and handles more than one project simultaneously.

## **Knowledge and Abilities:**

Knowledge of:

the principles and practices of supervision;  
the principles and practices of office management techniques to locate resources and research building inspections records;  
general engineering and utility system installation terminology;  
service order and customer contact preparation and accounting procedures; and  
the principles and practices of diplomacy and the use of sound judgment in the supervision and training of staff.

Ability to:

train, supervise and direct the work of subordinate staff;  
answer questions from the public, in person or by telephone regarding the plan review process;  
read and interpret fiscal data;  
direct and coordinate staff responses to payment-posting errors;  
explain City ordinances and the requirements for construction application and construction document submittal;  
proficiently and accurately interpret subdivision plats, site plans, and understand building codes and zoning ordinances;  
communicate effectively and diplomatically, often under considerable pressure;  
resolve customer and coworker complaints and conflicts referred by staff and determines when other division personnel are required for assistance;  
follow departmental procedures and locate resources to obtain information regarding complex and difficult inquiries;  
verify construction applications for address, assessors parcel numbers, census tract and zoning;  
verify construction documents for public utility easements, irrigation easements, use and benefit easements, encroachments into the building setbacks and any additional comments or conditions required by the subdivision plat;  
verify encroachments into public utility and irrigation easements, location of electrical service, compliance of second barrier ordinance, and required fence heights;  
review pool/spa plans for natural gas or propane gas line for Uniform Plumbing Code compliance;  
ensure that all construction documents submitted for review are complete and include all applicable disciplines such as mechanical, plumbing schematics, architectural, structural, specifications, civil, landscaping/irrigation, grading/drainage, and street lighting plans;  
assign addresses to new development projects, calculate construction fees, and determine the assessment and subsequent calculation of impact fees;  
calculate construction fees using the ICBO published valuations and fees based on total square footage;  
notify applicant of construction document status and fee amounts;  
read and interpret engineering drawings and specifications;  
develop ideas using knowledge and critical thinking skills for changes in procedures and policies that will improve operations, customer service and efficiency;  
actively participate in the recruitment of new employees, develop interview questions, conduct oral boards, create work schedules, approve leave requests, and resolve equipment and procedural issues;  
assist in approving in the issuance of all construction permits, fee error deletions, voiding permits, and processing refund requests;  
personify leadership and promote shared responsibility, teamwork and continuous improvement within the City; and  
establish and maintain effective working relationships with management, other City employees, coworkers, the general public, architects, contractors, and representatives from other municipalities.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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PAY GRADE: 47

EEO-Para

IND-8810

JOB FCTN-OFF

SWORN-No

INCREMENTS 42-200