

CITY OF SALINAS

PERMIT CENTER COORDINATOR

BARGAINING UNIT/CLASS CODE:
AMPS/

DEFINITION

Under general direction, oversee the functions of the Permit Center including public counter customer service and collection and accounting of fees; supervise Permit Center administrative staff; and function as administrator for the City's permit tracking system.

DISTINGUISHING CHARACTERISTICS

This is a single position class characterized by the responsibility of supervising the activities and staff of the Permit Center and functioning as the administrator of the City's permit tracking system.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Chief Building Official. Exercises direct supervision over technical and clerical staff as assigned.

ESSENTIAL JOB FUNCTIONS OF THE POSITION Duties may include, but are not limited to the following:

- Manage and oversee the building construction application approval process, issuance of permits, plan submittals, plan processing, and fee assessment and payment processing.
- Supervise and coordinate the provision of efficient and effective service delivery to customers; handle difficult and complex customer service situations; identify and recommend opportunities for improving service delivery methods and procedures.
- Participate in the selection of assigned staff; provide or coordinate training; direct, coordinate and review the work of assigned staff; monitor work flow; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems and correct deficiencies; implement discipline procedures.
- Recommend, develop, and implement goals, objectives, policies, and procedures for the assigned work unit; participate in intra- and inter-departmental management meetings to ensure the on-going efficient and effective provision of services.
- Administer the City's computer applications and permit tracking systems; create various reports for user departments utilizing Crystal Reports and/or other reporting methods; assign permissions, user names, and passwords; provide City-wide training for all end users of the system; coordinate improvement and upkeep of information systems, databases, scanning and imaging systems.
- Ensure timely processing of plans, permits and applications; manage and coordinate the routing and tracking of plans to various departments and outside agencies for required reviews and clearances; perform follow-up phone calls to ensure timeliness of response from other departments and agencies.
- Provide case management of complex building construction applications; confer with project owners and design professionals regarding state and local code requirements and obtaining multi-agency application approvals.
- Monitor and ensure completion of the permit process; coordinate plan approvals with internal departments and outside agencies; upon completion, ensures the appropriate storage of records in compliance with related records retention laws.
- Review and approve proposed street addresses for planned construction projects, temporary certificates of occupancy; and emergency inspection requests.
- Perform related duties as required.

PHYSICAL AND MENTAL CHARACTERISTICS

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use telephone, computers, business machines and related equipment; vision sufficient to read printed materials, visual display terminals, fine print on plans and blueprints; hearing sufficient to conduct in person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard in a normal conversational distance, on the telephone and in addressing groups; physical agility to push/pull, squat, twist, turn, bend, stoop and reach overhead; physical mobility sufficient to move about the office work environment; physical strength to lift up to 20 lbs.; physical stamina sufficient to sit for prolonged periods of time; mental acuity to collect and interpret data, evaluate, reason, define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

WORKING CONDITIONS

Business office working environment subject to sitting at a desk for long periods of time, bending, crouching, or kneeling at files, pushing/pulling of file drawers and supplies, reaching in all directions and prolonged periods of time working at a computer terminal.

QUALIFICATIONS

Knowledge of:

- Principles and practices of front counter coordination for assigned work unit.
- Principles, methods, and practices of personnel management including employee supervision, evaluation, and training.
- Efficient permit application procedures.
- Building related codes and ordinances enforced by the City.
- Pertinent federal, State, and local laws, codes, and regulations related to the work.
- Basic SQL queries.
- Principles and procedures of record keeping
- English language structure and content including the meaning and spelling of words, rules of composition, vocabulary, punctuation, and grammar.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

Ability to:

- Manage and coordinate front counter operations and activities for assigned work unit.
- Respond to and resolve difficult and complex complaints, requests, and inquiries from the public.
- Select, motivate, and evaluate staff and provide for their training and development.
- Write and produce detailed and complex reports using computer-assisted technology for various City departments.
- Interpret and apply building codes and regulations.
- Explain building or regulatory codes to the public both verbally and in writing.
- Supervise, train, evaluate and assist in disciplining assigned staff.
- 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.
- Provide high quality customer service.
- Establish and maintain effective working relationship with those encountered in the course of the work.

Education and Experience:

An example of the education and experience which most likely demonstrates the skills, knowledge, and abilities required to perform the duties would be any combination equivalent to the completion of the 12th grade and five (5) years of increasingly responsible experience overseeing the functions and activities of a public sector building permit center. Thirty (30) college semester units in a related field may be substituted for up to one (1) year experience.

Reviewed _____
Department Director

Approved _____
Human Resources Officer

Approval Date _____

ORIG: 10-17