



June 2008

BUILDING DIVISION SERVICES SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, and reviews the work of permit processing staff within the Building Division; supervises, plans, and coordinates the permit processing activities and related projects; coordinates and administers the permit tracking system in support of administrative and business services for the Community Development Department; creates business processes and develops work flow specifications to meet end user requirements; provides responsible technical assistance to the Building Official; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Building Official. Exercises direct supervision over technical and administrative staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the permit technician series. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of permit processing staff either directly or through lead workers. The incumbents are also expected to independently perform the full range of permit processing duties. In addition, incumbents provide daily oversight and coordination of the permit tracking system, including maintenance, modification, troubleshooting, training, and report development. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Building Official in that the latter has management responsibility for all plans examination, inspections, and related programs, functions, and activities of the City.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion; trains staff in work procedures.
- Monitors operations and activities of the permit processing function; recommends improvements and modifications and prepares various reports on operations and activities; recommends and assists in the implementation of goals and objectives; implements policies and procedures.
- Determines and recommends staffing needs for assigned areas; participates in the annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance.

- Coordinates business processes and work flow strategies for the maintenance, access, and retrieval of data, defines data rules and relationships, and develops methods for quality control of the permit tracking system.
- Advises and consults with users to develop required application services and business processes; assists in planning, coordinating, and scheduling future needs keeping all parties informed of plans, progress, training requirements, and budgetary issues; develops and recommends application and resource priorities.
- Evaluates existing program performance and recommends improvements to operational performance and security; troubleshoots and analyzes system errors and user performance; coordinates with vendors for upgrades and problem resolution.
- Coordinates and maintains user set-up, access, and security controls.
- Designs, implements, and maintains automated processes, conditions and valuation menus and fees schedules, specialized views, and reports in response to user needs.
- Responds to and resolves users' inquiries and complaints and escalates problems or issues to vendor representatives or programmers as needed.
- Maintains and compiles documentation of user procedures, technical references, training manuals, handbooks, and guides; maintains an emergency operations plan for the system.
- Coordinates and trains users on the operation of the permit tracking system.
- Develops and maintains permit applications, forms, and brochures; updates and posts materials to the City's website.
- Provides staff assistance to the Building Official; prepares and presents staff reports and other necessary correspondence for executive management, state agencies, and other organizations; supervises the preparation and maintenance of related reports, records, and files; ensures the proper documentation of activities.
- Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Stays abreast of new trends and innovations in the field of permit processing and related systems; researches emerging products and enhancements and their applicability to City needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Provides notary services as needed.
- Performs related duties as required.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Organization, procedures, and operating details of the Community Development Department.
- Modern principles and practices of permit tracking system analysis, design, database structures and relationships, documentation, and maintenance.
- Various software packages including word processing, spreadsheet, database management, and desktop publishing applications and programs.
- Basic data management theory, principles, techniques, and practices.
- Applicable technical terminology, applications, features, and services.
- Applicable Federal, State and local laws, codes, and regulations.
- Policies, technical processes, procedures, and requirements related to building, engineering, land use, and/or urban planning, sufficient to answer questions and provide information to the public.
- Business letter writing and report preparation techniques.
- Business arithmetic and basic statistical techniques.

- Records management principles and practices.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service the public, vendors, contractors, and City staff, in person and over the telephone.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Organize, implement, and direct permit processing operations, activities, and projects.
- Analyze, interpret, apply, and explain applicable Federal, State, and local policies, procedures, laws, and regulations.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solution.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Accurately evaluate and prioritize software requests.
- Research, develop, and recommend cost-effective technical system improvements.
- Understand and explain City policies, procedures, fees, and basic planning and building codes and regulations to the general public, permit applicants, and City staff.
- Understand and carry out complex oral and written instructions.
- Effectively represent the division and the City in meetings with the public, various businesses, professional and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Make sound, independent decisions within established policy and procedural guidelines.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience, which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and five (5) years increasingly responsible administrative experience in a municipal building, engineering, or planning department, including one (1) year lead or supervisory experience. Database administration experience is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid Driver's License by time of appointment.
- Possession of the designation as a Notary Public in the State of Oregon.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read 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 although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer 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. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

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 staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.