

Code: 2302

Title: PERMIT TECHNICIAN SUPERVISOR

SUMMARY: Supervises, trains and evaluates permit technicians and office support staff and participates in the production activities of the work unit, with authority to alter procedures of work sequences of the unit. It is distinguished from Office Support Supervisor by performing paraprofessional, process-oriented work in permitting, which requires technical knowledge of relevant adopted codes, regulations, ordinances and industry standards for construction.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Supervises, coordinates and oversees activities of permit technicians and office support staff;
Determines work schedules and priorities for the unit to ensure timely workflow and completion of job tasks;
Evaluates employee performance and completes employee evaluations, makes recommendations on hiring, termination, and related personnel activities, and initiates progressive discipline process as necessary;
Develops and conducts training programs for staff, which includes training staff to operate the automated system, assess fees, calculate valuations, evaluate legal documents and review submittal requirements;
Monitors quality of work performed by staff and ensures appropriate procedures are followed in a timely manner and within regulatory compliance guidelines including Administrative Code, Building Codes and Zoning Ordinances;
Conducts preliminary plan review of residential and commercial construction plans, site plans and other data for compliance with applicable County building and related trades codes, laws, rules, regulations and industry standards;
Identifies operational problems and develops and implements new or revised procedures;
Investigates and resolves customer problems and complaints that cannot be resolved by staff, which may require interpretation of departmental policies;
Evaluates automated information system applications and assists Business Operations in resolving production difficulties;
Compiles statistical and operational data and prepares monthly permit/customer reports;
Establishes filing procedures and supervises maintenance of manual and automated files;
Participates in unit budget preparation and monitoring;
Insures cash drawer policies and procedures are followed and supervises the daily balancing of cash drawers and preparation of bank deposits;
Prepares refund documentation;
Orders all office supplies and permitting supplies for unit;
Creates, reviews and updates public informational handouts.

KNOWLEDGE & SKILLS:

Knowledge of:

- principles and practices of supervision, training and evaluation;
- public relations techniques in responding to inquiries and complaints;
- permit application process;
- techniques for preliminary plan review;
- codes and ordinances applicable to permitting;
- basic construction practices and terminology;
- basic mathematics and accounting principles;

- . County policies/procedures for calculating, receiving and accounting for fees received;
- . departmental office practices and procedures;
- . building permitting database system;
- . basic construction practices and terminology;
- . functions of County departments and outside agencies related to the permitting process.

Skill in:

- . supervising, training, and evaluating staff;
- . planning, assigning, and reviewing the work of staff ;
- . developing and implementing new or revised operating procedures;
- . communicating effectively and resolving situations with difficult, upset or hostile customers;
- . establishing and maintaining manual and automated filing systems;
- . performing technical review of permit applications to determine accuracy and compliance with codes, etc;
- . interpreting legal documents and determining property ownership;
- . coordinating workflow to assure expeditious processing;
- . performing duties while assisting the public at a front counter.

MINIMUM QUALIFICATIONS:

EITHER:

- (1) Possession of a High school diploma or equivalent and three years of technical or administrative experience in a construction, real estate or building department setting performing construction plan review or drafting/drawing plans and one year performing lead or supervisory duties (lead or supervisory experience may be concurrent with general experience).

OR

- (2) Possession of a High school diploma and three years of experience performing customer relations work in the property management, title agency, banking/mortgage/financing industries or other service-type industries and one year performing lead or supervisory duties (lead or supervisory experience may be concurrent with general experience).

OR

- (3) Two years of experience with Pima County as a Permit Technician and one year performing lead or supervisory duties (lead or supervisory experience may be concurrent with general experience).

OR

- (4) One year of experience with Pima County as a Public Works Engineering Technician and one year performing lead or supervisory duties (lead or supervisory experience may be concurrent with general experience).

OTHER REQUIREMENTS:

Licenses and Certificates: A valid Arizona Class D Driver's License may be required at the time of appointment. Some positions in this classification must obtain/maintain, as a condition of continued employment, an International Code Council Permit Technician certification within one year of hire/entry into classification. Failure to obtain/maintain the required certification shall be grounds for employment termination.

Special Notice Items: Some positions may require bi-lingual abilities, in English and a second-language, as determined by the Department.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

04/04/06(lg)
Updated 8/14/08(tb)