

PERMIT MANAGER

PURPOSE AND NATURE OF WORK

Position is responsible for efficiently administering a complex process of commercial building plan approvals that require timely actions by diverse offices and agencies such as the State Fire Marshal, Fire Prevention, Traffic Engineering, Environmental Quality, Storm Water Drainage, and Zoning. Uses comprehensive knowledge of regulations and personnel involved to administer the permit review process according to rules while maintaining constructive and cordial relations with builders, developers, architects, engineers, designers and the general public. Incumbent reports to the Development & Planning Director, and has supervisory responsibilities for a moderately sized staff of Permit Clerks, and an Accounting Specialist.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Monitors each set of plans at each step in review process, calls offices and agencies in event of delays, intervenes to resolve problems as necessary. Uses thorough knowledge of commercial plan review regulations and process to assist developers and construction industry in obtaining permits. Keeps applicants informed of progress and of any problems that arise. Advises applicants on how to solve problems in plan approval. Keeps abreast of all changes in regulations and / or review process. Trains and supervises subordinate clerks. Organizes, assigns, and oversees the work of Permit Clerks and an Accounting Specialist. Personally processes more difficult plan reviews and assist the most demanding customers. Uses thorough knowledge of a computer application for tracking the permit process to train clerks, troubleshoot and operate the application. Explains Commercial Plan Review process to customers. Oversees preparation of plan review packets, their distribution to various offices and agencies, distributes approval and non-approval letters, updates the status reports and pending review sheets. Coordinates and manages all files related to commercial review from initial contact to final Certificate of Occupancy. Mails and / or emails building permit reports to customers and / or contractors weekly. Collects fees as required, records and deposits fees. Performs or assigns clerks to administrative support for Code Inspectors. Performs related work as required.

NECESSARY KNOWLEDGES, ABILITIES, AND SKILLS

Considerable knowledge of the materials and methods in use in the section supervised.
Considerable knowledge of applicable municipal, state, and federal laws related to the issuing of building permits.
Knowledge of basic bookkeeping or accounting as related to area of responsibility.
Knowledge of operating characteristics of personal computers and relevant applications.
Ability to train, supervise, and objectively evaluate the performance of employees engaged in difficult customer contact and permit issuing work.
Ability to establish and maintain effective relationships with employees and general public.

DESIRABLE TRAINING AND EXPERIENCE

Completed college course work in city and regional planning, civil engineering, architecture or field related to commercial building review, permitting, and construction, supplemented by substantial experience administering Lafayette area building plan approval process as well as computer tracking of the review process.