



Permit Supervisor (2099)

FLSA Status: Non-Exempt (Hourly)

Pay Grade: 15

Safety-Sensitive: No

Purpose

The purpose of this classification is to supervise Permit Technicians in the intake and processing of routine permit applications, to monitor application processes, to assist in coordinating activities and maintenance associated with the permit/licensing tracking system, and to provide administrative support to the Department.

Primary Responsibility

Provides excellent service, pursues continuous improvement and exceeds expectations.

Typical Duties

Supervises, directs, and evaluates assigned staff: develops and oversees employee work schedules to ensure adequate coverage and control; compiles, reviews, and submits time and payroll records; schedules vacations and approves leave; addresses employee concerns and problems; recommends hiring, discipline and discharge of employees as appropriate; assists with or completes employee performance appraisals; directs work; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, assigns, and reviews work: prioritizes and schedules work activities to meet objectives; ensures that subordinates have the proper resources needed to complete assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; assists with the revision of procedure manuals as appropriate.

Oversees permit application processes: supervises subordinates' activities related to the intake and issuance of development permits; resolves any issues with completeness or accuracy of applications; refers applications for significant development activities to the Development Services Manager; coordinates the scheduling of building inspections in accordance with structured scheduling system; prepares and distributes activity reports; ensures permit and land use decisions are timestamped, logged, and filed and that permitting and inspection activities are documented; ensures proper calculation of fees for permit issuance; acts as web content manager and maintains online submissions of development applications.

Performs customer service duties: responds to questions from citizens, contractors, developers, other governmental agencies, and other departments about building codes, ordinances, and issues; advises others about applicable policies, procedures, and standards; compiles customer feedback and comments; completes written notifications as needed to keep applicants and others informed of progress; participates in pre-development meetings; demonstrates continuous effort to improve operations, decrease turnaround times, and streamline work processes; works cooperatively to provide quality customer service.

Ensures compliance with permitting, recordkeeping, and legal notice requirements: oversees preparation and submittal of legal notices for publication and distribution related to licensing activities; assists in preparing information for land use hearings; oversees maintenance of all permit files, including archiving and destruction in accordance with retention schedules; serves as backup clerk to Planning & Zoning Commission including, as needed, compiling and distributing agendas and meeting materials, attending meetings, recording meetings, and compiling official meeting minutes for approval.

Conducts financial and banking activities: ensures proper calculation and acceptance of permit fees before issuance; maintains account records of fee payment transactions; prepares and manages departmental financial paperwork; processes invoices; prepares daily finance statements and deposits; submits deposits to bank(s); prepares activity reports for Planning & Development Director and Finance department.

Performs administrative support tasks: processes a variety of documentation associated with department operations, within designated timeframes: composes correspondence, memos, reports, and other materials; proofreads to ensure accuracy; assists the Planning & Development Director and Development Services Manager with administrative and operational tasks as needed; maintains digital and/or hardcopy records.

Performs other related duties as required.

Minimum Qualifications

High school diploma or GED required; supplemented by three years of progressively responsible experience, with permit and licensing documents and processes or a related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid Georgia driver's license.

Performance Aptitudes

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance

In compliance with the Americans with Disabilities Act (ADA), the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to make changes at any time without notice.

Created June 2022