



Classification Title	Permit and Development Center Supervisor	Code	483300
Department	Planning and Public Works	FLSA	Non-Exempt
Pay Range	Professional 05	Represented	No

GENERAL SUMMARY

The Permit and Development Center Supervisor supervises the Development Center daily operations, coordinating the activities of the Permit and Development Counter Technicians.

ESSENTIAL DUTIES & PRIMARY RESPONSIBILITIES

Essential functions are the basic job duties that an employee must be able to perform, with or without reasonable accommodation. This list of essential functions is intended to be representative of the duties performed within this classification. The omission of a function does not preclude management from assigning essential duties not listed if such duties relate to the position.

- Play an active role in the management structure and operation of the Development Center.
- Supervise and coordinate activities of the Permit and Development Counter Technicians, establish work procedures, organize staffing schedules, and monitor division-wide efficiency.
- Coordinate activities of applications from other departments and divisions. Serve as point of contact for the public by providing information and requirements relating to land use, construction, and other regulations at the service counter, on the telephone, and by electronic e-mail.
- Issues instructions and oversees work for exactness and conformance to established procedures and policies.
- Assist in the development, revision, implementation or evaluation of procedures or departmental changes. Create, maintain, and update as necessary all computer and paper office files and records on permits issued and related matters.
- Assist in the lobby with solving customer issues and answering technical questions.
- Assign, review, and approve the work of subordinate staff; investigate grievances involving subordinates and recommend resolutions; recommend hiring, promotional and disciplinary actions; approve leave requests and overtime; provide adequate coverage during staff absences. Provide on-the-job training to newly assigned or reassigned employees.
- Assist in the employee performance evaluation process.
- Handle minor work and personnel issues.
- Provide technical assistance to staff, other department staff and the general public.

Other Job Functions

- Perform other job functions as assigned.

MINIMUM QUALIFICATIONS



Education and Experience

- High School Diploma or GED equivalent.
- Three (3) years of progressive responsible experience in a land use/building construction permitting facility.
- One (1) year of lead or supervisory experience required.
- Additional qualifying experience or completion of coursework at an accredited college or university in a job-related field may substitute for the required experience or education.

Licenses or Certifications

A valid Washington State driver's license or the ability to otherwise meet the travel requirements of the position is required.

OTHER JOB REQUIREMENTS

Must meet travel requirements and authorize and complete a background check prior to employment. Work a flexible schedule, which may include evenings, weekends, and holidays.

PREFERRED QUALIFICATIONS

Bachelor's Degree in Planning, Public Policy, Marketing, Engineering, Construction Management, Communications, Business, Project Management/Analysis.

SUPERVISION

First line Supervisor. Work requires supervising and monitoring performance for a regular group of employees including providing input on hiring/disciplinary actions and work objectives/ effectiveness, performance evaluations, and realigning work as needed.

COMPETENCIES

Knowledge of:

- Principles and practices of public administration, organization, personnel management, and modern supervisory practices.
- General counter procedures and practices and of the technical and/or specialized functions, and other relevant laws, regulations, policies, and procedures of the work unit.
- Various types of technical drawings such as blueprints, architectural plans, diagrams, and maps.

Skill in:

- Use of independent judgment and effective decision-making in the application of a wide variety of laws, policies and procedures.
- Working with a variety of individuals from diverse backgrounds.
- Customer service, including handling sensitive and difficult issues with tact and patience.
- The use of personal computer, office productivity software (MS Office), and related office equipment.



- Attention to detail and accuracy.
- Analytical thinking, problem solving, and conflict-resolution.
- Verbal and written communication.
- Maintaining positive interpersonal interactions.
- Time management.
- Working with a variety of individuals from diverse backgrounds.
- Performing mathematical calculations.

Ability to:

- Plan, supervise, direct, train, coordinate, and evaluate the work of subordinate staff.
- Analyze situations quickly and objectively and determine a proper course of action; use appropriate independent judgment to make decisions of a technical, management, and/or administrative nature in support of Department and County goals and objectives.
- Interpret, apply, and explain County zoning and planning policies and procedures, applicable laws, and regulations to multiple audiences.
- Read and interpret maps, property descriptions, charts, and graphs.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational, and economic backgrounds.
- Convey technical information to public in a clear, concise manner.
- Identify discrepancies and errors.
- Research and make independent investigations of issues within permit applications.
- Understand and follow moderately complex oral and written instructions, read, and interpret various types of maps and prints, read and interpret drawings of plots, building sites, and water and sewage systems.
- Effectively coordinate, perform, and complete multiple duties and assignments in a concurrent, timely manner.
- Work independently or as a team member successfully.
- Demonstrate professionalism at all times.

WORKING ENVIRONMENT/CONDITIONS

The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Exposures	Frequency Working in Designated Environment
Individuals who are hostile or irate	Sometimes
Extreme cold (<i>below 32 degrees</i>)	Seldom or Never
Extreme heat (<i>above 100 degrees</i>)	Seldom or Never



Communicable diseases	Sometimes
Moving mechanical parts	Seldom or Never
Fumes or airborne/blood borne	Seldom or Never
Toxic or caustic chemicals or substances	Seldom or Never
Loud noises (<i>85+ decibels such as heavy trucks, construction</i>)	Seldom or Never

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Ability to move throughout an office environment, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties is required. Work is performed in an office environment with exposure to general office noise and frequent interruptions. Occasional travel is required to attend meetings at other county sites and locations or participate in work-related assignments.