

CITY OF CORAL SPRINGS Classification Description

CLASSIFICATION TITLE: Permit Services Supervisor
FUNCTIONAL AREA: Development Services Department

WORK OBJECTIVE:

Works independently with the purpose of the position to supervise, develop, train and evaluate employees responsible for customer service work in assisting citizens and contractors with the processes of application, review and approval for building permits and inspections. Employees in this classification perform at first line supervisory level to organize and supervise the administrative/clerical work of building and construction permitting. Work includes handling escalated customer service/permitting issues. Objective is to ensure accurate and efficient assistance is provided to the general public and business community.

ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Performs administrative tasks, payroll functions and supervision, training, disciplinary actions, and evaluation of division employees; coordinates and monitors all customer service/permitting functions to ensure the accomplishment of departmental schedules, goals and objectives. Ensures cross-training of permit staff.
- Performs functions related to forecasting, budgeting, and creating new initiatives, and ensures proper implementation of same.
- Enforces policies and procedures for the Permit Services Division to promote maximum office efficiency and effectiveness.
- Ensures departmental compliance with all policies and procedures to receive and verify accuracy of all documents, forms and applications required for permitting.
- Answers escalated inquiries and requests from the general public and business community, through friendly, professional customer service skills, ascertaining the needs of the customer and providing appropriate assistance and information.
- Verifies accuracy of departmental information and filing systems, i.e., documents and files various licenses, titles and registrations; organizes and maintains file systems; records all currency transactions.
- Ensures the proper documentation of commercial and private inspections and notifies appropriate work units, e.g., structural, electrical, mechanical, plumbing building/development.
- Supervises administrative duties, as dictated by the nature of the task, e.g., data entry, records keeping, filing, basic calculations, typing.
- Supervises division fiscal/cashiering tasks, e.g., receives fees and payments for permitting, logs payments, generates appropriate receipts.

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- Creates, implements, and reviews various monthly and annual summary reports, e.g., permit records, inspections, fee collections, certificate of occupancy, certificate of completion, plan reviews.
- Provides leadership through effective objectives setting, delegation and communication.
- Coordinates the activities of staff, ensuring efficient office operations. Oversees the daily operations of staff; delegates authority and responsibilities to staff ensuring accountability.
- Conducts staff meetings to ensure staff are informed and are given the opportunity to exchange ideas, discussing operational problems and solutions.
- Recommends hiring, promotion, discipline, and termination of staff.

MINIMUM QUALIFICATIONS:

Education / Certifications / Experience –

Bachelors Degree in Business or related field from an accredited college or university; supplemented by three (3) to five (5) progressively responsible customer service environment in Building/construction permitting, to include supervisory experience; or an equivalent combination of education, training, and experience. Must possess Notary Public Certification.

Knowledge, Skills, & Abilities –

Extensive knowledge of all functions relevant to the processing and approval of building construction permits, e.g., plans review, licensing, permitting, inspections.

Ability to understand, follow and direct written and oral instructions.

Ability to read, update, analyze and maintain various records and files.

Ability to lead, coordinate, direct, develop and manage staff and office operations through effective organizational and analytical skills.

Ability to perform routine mathematical computations and tabulations accurately and efficiently.

Ability to act as a liaison.

Ability to type 35 WPM.

Ability to access, operate, analyze and maintain various software applications.

Ability to operate basic office equipment e.g., computer terminals, printers, copy machines, telephone systems, facsimile machines.

Ability to establish and maintain effective working relations with departmental personnel, Inspectors and Building Official, and the general public.

Skill in the principles and techniques of customer service skills.

Skill in performing routine to complex administrative support functions, e.g., bookkeeping, data entry, typing, reports processing.

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Skill in composing and reviewing routine to complex correspondence, summaries and reports in a clear and concise manner.

PHYSICAL REQUIREMENTS:

Tasks involve 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 workstation.

ENVIRONMENTAL REQUIREMENTS:

Work is performed in usual office conditions with rare exposure to disagreeable environmental factors, e.g., dust, cleaning chemicals/fumes, mild temperature variations.

The City of Coral Springs is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Coral Springs provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.