

CITY OF OVERLAND PARK - POSITION DESCRIPTION

TITLE:	Supervisor, Permit Services & Support	BAND/LEVEL:	MGT I
DEPARTMENT:	Planning & Development Services	JOB NO:	2315
DIVISION:	Building Safety	DATE:	06/24/2020
REPORTS TO:	Codes Administrator	FLSA STATUS:	Exempt
FT/PT/SEASONAL:	Full-time	COST CENTER:	608
REPLACES:	Supervisor, Permit Services and Support	LAST REVISED DATE:	01/2019

JOB SUMMARY STATEMENT:

Supervises the Permit Services staff in the issuance of building, site development, land disturbance and sign permits, scheduling inspections, project coordination, record retention and archiving, and administrative support for the Building Safety and Engineering Services Divisions. Provides assistance in the coordination of the plan review and inspection programs with other City departments, divisions and outside agencies. Oversees the City's third-party elevator program. Prepares and reconciles daily cash reports for PDS/City Hall; prepares statistical reports. Develops budgets and approves expenditures. Selects, trains, and guides staff. Provides assistance to the Code Administrator as needed, including policy and procedure development and other special projects and studies as directed, and other duties as assigned. Frequent interaction with the public. Assures quality control of work and monitors customer service provided by staff.

DUTIES AND RESPONSIBILITIES:

1. Directs the administration of the Permit services section of the Building Safety Division. Develops goals, objectives, policies and procedures.
2. Supervises Permit Services staff. Conducts performance appraisals, makes recommendations for merit increases and promotions, and handles disciplinary actions. Reviews applications, interviews prospective employees and selects candidates to fill vacant positions. Conducts quality control audits and develops performance measures. Provides training and staff development.
3. Prepares and maintains data for cash control and reporting purposes for PDS/City Hall operations. Compiles statistical information, reports and data regarding permit activity and fees collected. Reviews requests and processes refunds, bills and collect fees, and collects information for auditors. Attempts to collect money for insufficient funds. Prepares the Program Cost Analysis and Performance Measures for Building Safety. Manages special projects for the department as assigned.
4. Serves as administrative staff coordinator for the Building Safety and Engineering Services Divisions and Code Board of Appeals. Reviews and approves timesheet entries for payroll. Oversees the fleet management and fixed asset programs. Provides back-up administrative support to the entire department and other departments as necessary.
5. Oversees the issuance of building, site development, land disturbance and sign permits, collections of fees, scheduling of inspections, coordinates utility clearances, correspondence, preparation of Notices to Appear and Reports to the Governing body and maintenance of project files and associated construction documents for the Building Safety and Engineering Services Divisions. Implements and oversees the City's third-party elevator program. Oversees the processing of building permits issued on-line through the Development Center. Grants permit extensions.

6. Assists in the coordination of the Plan Review process. Oversees the preparation of plan review letters to ensure that turn-around times are met and that review comments from each Division are incorporated and mailed together. Provides support to Plans Examination, Building Inspection, Planning and Engineering Services staff.
7. Assists the Code Administrator with the preparation of the Division's budget. Obtains quotes and bids for office equipment. Monitors permit fees, conducts research, and provides recommendations for fee structure to the Governing Body. Provides reports and statistical information as requested. Serves as back up to Code Administrator in his absence.
8. Provides customer service in the development center. Ensures the front desk in the development center is staffed, and division phones are answered. Provides backup for the Plans Examiner of the Day phone. Provides information for the Divisional website in maintaining current status. Processes and approves Temporary Certificates of Occupancy.
9. Oversees microfilm and document archiving operations for the Building Safety and Engineering Services Divisions. Provides information and explains procedures for Kansas Open Records Act, building permit statistics, and fees. Serves as Records Custodian.
10. Oversees the scheduling of training, travel and maintenance of training records for the Building Safety and Engineering Services Divisions. Reviews and approves expenditures and credit card statements. Monitors Divisional expenses and oversees the preparation of financial forecasts and projections.
11. Participates in emergency management operations for the City, as requested. Carries out and/or performs other duties as assigned.
12. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with which interaction is required to accomplish work and employer goals.
13. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

GENERAL QUALIFICATIONS

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

- Basic Education with additional administrative or business college level course work or an equivalent combination of education and work experience.

EXPERIENCE:

- Five years of increasingly responsible experience in a building permit, real estate or construction setting, which includes three years accounting/bookkeeping experience and three to four years in an administrative or supervisory capacity, or an equivalent level of experience.

SKILLS:

- Good oral and written communication skills.
- Computer skills.
- Good listening skills.
- Excellent interpersonal skills.
- Supervisory and leadership skills.
- Good negotiation skills.
- Organizational skills.
- Presentation skills.
- Decision making.
- Ability to communicate on the phone and in person.
- Basic math & accounting skills.
- Excellent customer service skills.

MENTAL REQUIREMENTS:

- Ability to read and comprehend city, state and federal regulations/codes.
- Independent judgment.
- Ability to train and guide others.
- Ability to compose news articles, information items and correspondence.
- Ability to work in a hectic environment with many interruptions.
- Ability to handle multiple tasks.
- Ability to apply abstract and logical reasoning to daily work.
- Ability to exhibit tact, diplomacy and judgment when dealing with co-workers, other city employees and external contacts.
- Ability to recognize and protect confidential information.

PHYSICAL REQUIREMENTS:

- Ability to lift 20 lbs floor to waist.
- Ability to carry 20 lbs for up to 100 ft.
- Hand/eye coordination adequate to input computer.
- Ability to make and receive phone calls.
- Ability to operate office machinery; calculator, fax machine, printer, microreader, cash register.
- Visual acuity to read plans and diagrams.
- Ability to distinguish colors.

SUPERVISORY RESPONSIBILITY (Direct & Indirect):

- Direct:
 - Administrative Assistant.
 - Customer Service Representatives.
 - Records Technician.

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.