

## City of San Rafael Job Class Specification

# Job Title: Permit Services Supervisor

### **SUMMARY**

Under general direction by Department Director or their designee, this position provides supervision of cross divisional permit staff to assure a seamless customer experience. The position also provides advanced staff level assistance to Department Director and division management team, performing a wide variety of responsible and complex administrative duties.

### **DISTINGUISHING CHARACTERISTICS:**

This is a supervisory classification and is distinguished from the Permit Services Coordinator position by performing more elevated tasks and duties which include the supervision of the Permit Services Coordinator and Permit Technicians; and assisting the Department Director and division management team in preparation and monitoring of department operational budget and managing contracts.

### **ESSENTIAL AND IMPORTANT DUTIES:**

- Supervises the work of Permit Services Coordinator and Permit Technicians and ensures that the operations of the front counter are effectively carried out;
- Oversees assigned staff workloads and schedules, evaluating staff performance, providing training and making hiring, promotion and disciplinary recommendations;
- Participates in onboarding and off-boarding of all department employees;
- Evaluates policies, procedures, and operations, and implements as needed improvements;
- Assists the management team in implementing the City's goals and objectives and in the preparation of supporting program documents. May prepare and present related written reports;
- Assists in the preparation and tracking of the annual budget, including tracking expenditures, assisting with revenue projections and recommending service levels and enhancements;
- Assists with preparation of Professional Services Agreements, and management of contract budget;
- Oversees updates to the department website and serve as the department website content reviewer for both the public facing and the internal department websites.
- Builds and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Promotes the Together San Rafael Philosophy by assuring permit and administrative staff provide high quality, responsive, cost-effective and innovative government services;
- Performs related duties as assigned.

### **KNOWLEDGE OF:**

- Principles and practices of supervision
- Current trends in federal, state and local government as it relates to planning and building;
- Basic knowledge of municipal budgeting and budget preparation process.
- Methods of research, program analysis, and report preparation.
- Basic CEQA (State environmental review) procedures and regulations.
- Basic office and clerical skills including computer proficiency.

### **ABILITY TO:**

- Provide effective functional and/or project leadership.
- Maintain confidentiality.
- Demonstrate a strong sense of personal ethics along with good professional judgment and discretion.
- Effectively plan, organize and prioritize workload and supervise the work of staff.

- Communicate, prepare and present reports clearly and concisely both orally and in writing.
- Read, analyze and interpret plans, data, policies and practices
- Perform calculations quickly and accurately.

### **EDUCATION AND/OR EXPERIENCE REQUIREMENTS:**

Any combination of experience, education, and training that would provide the required knowledge, skills, and abilities required to perform essential duties of the job. A typical way to obtain the required knowledge and abilities would be:

- Equivalent to completion of bachelor's degree with major course work in planning, public administration, real estate or a related field; and
- Four (4) years of increasingly responsible experience in a public sector planning, building and/or permitting environment.
- Course work in principles and practices of being an effective supervisor.
- Some experience with hiring & onboarding is desirable.

### **CERTIFICATES, LICENSES, AND REGISTRATIONS**

A valid driver's license is required. Possession of International Code Council (ICC) Permit Technician Certification.

### **LANGUAGE SKILLS:**

Ability to read, analyze, and interpret both simple and complex instructions, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedures manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to speak Spanish is desirable but not required.

### **MATHEMATICAL SKILLS:**

Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Ability to create graphic charts and tables to display mathematical and statistical data.

### **REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **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 the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must frequently lift and/or move up to 20 pounds for a distance of less than 50 feet. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Much of the work consists of entering data into and retrieving data from personal computers and terminals via keyboards and is performed while standing or sitting for extended periods of time with the ability to move about at will.

### **WORK ENVIRONMENT:**

Incumbents within this classification are expected to be able to communicate orally, in person, online, or via the telephone, with members of the general public, other City employees, or employees of outside companies and other agencies. Much of the work is performed in a crowded and noisy office setting.

FLSA Status: Non-Exempt  
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