

PERMIT SPECIALIST SUPERVISOR

Position Code: 2333

WC Code: 9410

FLSA Status: Exempt

Pay Grade: 355

Location: Planning & Community Development

Approval Date: 2023

General Statement of Duties

Supervises the work activities of the Zoning & Building Permit Technicians. Responsible for the oversight of customer service functions and technical development regulations related to zoning and building permits and processes. Coordinates with other departments and agencies. Responsible for administration of the permit software system. Performs all duties of a Permit Technician as necessary and reasonable to accomplish the essential functions of the job.

Distinguishing Features of the Class

An employee in this class directly supervises, trains, and evaluates the work of the Zoning & Building Permit Technicians. This employee performs complex technical and administrative work related to coordination and implementation of planning, building, and fire codes. This position requires independent judgment and discretion in the performance of duties. Reports to the PCD Assistant Director and works closely with the Building Inspections Director.

Duties and Responsibilities

Responsible for the processing and issuance of zoning and building permits associated with all aspects of zoning, planning, construction, and development.

Responsible for the maintenance and organization of records, reports, and permits. Responsible for creating and verifying the accuracy of regular and specialized reports.

Helps maintain zoning and building databases and property files.

Oversee the Zoning & Building Permit Technician staff in performing the preliminary assessment of all land development plan submittals to ensure compliance with minimum submittal requirements. Provides regular training to staff.

Recommends and assists in the implementation of Town and Departmental goals and objectives, establishes schedules and methods for efficient operations, implements policies and procedures, evaluates the effectiveness of permit activities, and makes modifications as necessary to achieve goals.

Confers with the general public, contractors, developers, and a variety of agencies to inform and coordinate permit processing and review activities.

Responds to and resolves difficult and sensitive inquiries and complaints.

Makes recommendations on the annual budget and administers approved budget for assigned activities.

Performs other duties as assigned.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

General knowledge of the application and review processes, policies, procedures, and practices.

General knowledge of the Zoning Ordinance/Unified Development Ordinance and its applications.

General knowledge of the North Carolina State Building Code and its applications.

General knowledge of permit related software and its related data.

Ability to investigate and resolve customer and citizen inquiries and complaints.

Ability to effectively plan and administer the full range of section activities and responsibilities.

Ability to analyze problems, identify alternative solution, project consequences of proposed actions, and implement recommendations in support of goals.

Ability to evaluate and develop improvements in operations, procedures, polices, and/or methods.

Ability to communicate effectively and efficiently, verbally and in writing, with internal and external customers, departments, and agencies at a variety of levels.

Ability to effectively and efficiently lead and supervise Zoning & Building Permit Technicians.

Physical Requirements

While performing the duties of this job, the employee is frequently required to reach with hands and arms, stand, sit, walk, use hands to grasp, handle, feel, talk, and hear. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. This position involves sedentary work requiring the employee to exert up to 10 pounds of force occasionally; and/or a negligible amount of force frequently or constantly to move objects.

Must possess the visual acuity to examine and work with maps, charts and detailed materials, operate a computer, ability to go and inspect sites regarding planning issues, use measuring devices, do figure computations and do extensive reading.

Minimum Education and Experience

High School Diploma or GED and one to three years of supervisory experience or five years of demonstrated progressive responsibility in permitting; or an equivalent combination of education and experience. Prefer applicants commissioned by the State of North Carolina as a Notary Public, Certified Zoning Official, and/or ICC Building Permit Technician.

Special Requirement

Valid NC Driver's License