

PERMITS SUPERVISOR

NATURE AND VARIETY OF WORK

This is supervisory and administrative work related to the processing of applications and issuance of various types of permits. Responsibilities extend to resolving the most complex problems and to assigning, reviewing and evaluating the work of subordinate clerical positions. Work is evaluated for quantity, quality and accuracy. Work is performed under general supervision of an administrative superior.

EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Exercises the full range of supervisory duties and responsibilities over subordinate positions as defined in the Personnel Law Section 16-102(59).

Supervises subordinate level clerical positions and participates in the processing of applications and issuance of various types of permits.

Establishes work priorities, assigns work and proofreads finished materials to ensure accuracy, completeness and adherence to predetermined formats.

Establishes procedures for processing permit applications in order to provide for efficient processing of applications.

Receives and reviews permit applications to assure these documents are accurate and in compliance with local, state and departmental standards, policies and procedures.

Oversees the maintenance of records/logs/documentation for inclusion into reports, or to provide information as requested.

Drafts responses to inquiries/complaints from County residents, businesses, consultants and other State/County agencies regarding issues/problems.

Acts as liaison between the department and citizens, contractors, consultants, and federal, County and State agencies to answer inquiries and complaints, or recommend solutions to alleviate problems.

Trains subordinate level personnel in permit processing procedures, records maintenance

and equipment operation.

Oversees the collection of permit fees, cash bonds, etc.

May be required to use automated equipment in conjunction with assigned duties and responsibilities.

Willingly and cooperatively performs tasks and duties which may not be specifically listed in the class specification or position description, but which are within the general occupational category and responsibility level typically associated with the employee's class of work.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Thorough knowledge of the practices, procedures and methods used in processing permit applications in the related area assigned.

Thorough knowledge of applicable departmental procedures and local and state codes related to the processing of the permit applications in the area to which assigned.

Ability to maintain accurate and retrievable records.

Ability to supervise the work of subordinate level clerical personnel.

Ability to communicate effectively both orally and in writing.

Ability to deal courteously and effectively with others.

MINIMUM QUALIFICATIONS

Graduation from high school or an equivalent GED, supplemented by four (4) years of experience in processing and issuing permits in the applicable area assigned, at least one of the four (4) years must have involved supervisory responsibility; or an equivalent combination of education and experience.

CREATED: 10/88