

CLASS TITLE: PERMIT CENTER MANAGER

PURPOSE OF THE CLASSIFICATION: Under administrative direction, manages the Development Services Permit division pursuant to applicable City ordinances, and State statutes, and federal law and performs other related assigned duties.

ESSENTIAL TASKS:

- Manages, plans and directs activities of the permit and licensing staff
- Directs activities involving receipt, distribution, review, and final disposition of all City construction permits and licenses and maintenance of related records
- Confers with customers, architects, engineers, and contractors seeking accurate and timely information related to construction and development
- Oversees Development Services functions, including online portals, fee assessments, inspections, and certificates of occupancy through interpretations of codes and ordinances
- Queries technical systems to provide management information and obtain source/test data
- Oversees departmental software systems and implements necessary updates related to the building, permit, license, and inspection processes and fees
- Investigates and resolves customer and personnel issues utilizing applicable policies and procedures, local, state, and federal laws and high-level customer service principles
- Develops standards, policies, and procedures related to cash management and works cooperatively with other City departments to identify areas for improvement in processes
- Develops and updates public information brochures, applications, and certificate of occupancy documents
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Completion of 120 hours from an accredited college or university and eight (8) years of experience relevant to the essential tasks listed in this job description.

Knowledge, Abilities and Skills: Comprehensive knowledge of the methods, practices, and techniques used in City building permit and zoning processes; considerable knowledge of City codes and ordinances pertaining to building, construction and zoning; considerable knowledge of effective collection, budgeting and accounting principles and methods; considerable knowledge of computer systems and permitting systems; and good knowledge of the City's governmental organization. Ability to organize and maintain a comprehensive record system; ability to produce reports requested by management; ability to plan and direct the work of subordinates; ability to provide information effectively in both written and verbal presentations; ability to develop and understand complex computer and/or technical systems to process applications, permits, licenses, financial transactions, and certificates of occupancy; ability to develop computer/technical systems to process permits/licenses and financial transactions; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting, carrying, pushing and pulling up to 20 pounds; may be subject to walking, standing, sitting, reaching, bending, balancing, kneeling, handling, feeling, fingering, repetitive motion and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License. Certification as a Building Official by the International Code Council (ICC) within one (1) year of date of hire.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

Page 2 (continued from Permit Center Manager)

Class Code: 1043

EEO Code: E-02

Pay Code: EX-52

Group: Engineering, Planning and Technical

Series: Inspection

Effective date: February 02, 2022