

BUILDING & PERMITTING OPERATIONS MANAGER

FLSA STATUS: EXEMPT

Grade 31 \$61,948.56 – \$99,117.70



GENERAL DEFINITION

Performs a variety of routine and complex supervisory, administrative and technical work in the processing and issuance of permits, licenses, and certifications. An employee in this classification is responsible for supervising processing activities associated with permit applications, occupational licensing, inspection scheduling, backflow inspection certifications, property and inspection records management, and related functions of the department.

ESSENTIAL JOB DUTIES

The list of duties and functions, as outlined herein, is intended to be representative of the type of tasks performed within this classification. They are not listed in any order of importance. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Communicates with developers and customers regarding the permitting process.
- Manages and resolves customer inquiries, issues and complaints, including issues related to expired permits, permit extensions and Certificates of Occupancy.
- Acts as manager of the division's permit processing software system to facilitate its use and functionality.
- Oversees and manages the Citizen Self Service online permitting portal.
- Develops and updates division's forms, reports and communications with outside agencies.
- Manages and completes performance evaluations and time management of assigned employees.
- Ensures the timely and accurate maintenance and management of the department's property and inspection scheduling records.
- Supervises staff activities such as backflow registration, issuance of building permits and occupational licenses, 40-years building safety inspections etc.
- Analyzes procedures and develop recommendations for improvements in work unit processes and procedures.
- Creates and implements new policies and procedures to increase division efficiency.
- Supervises as direct report the Permitting and Licensing Supervisor.
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- Establishes and maintains effective communications and working relationships with management, subordinate staff, and the general public.
- Develops routine monthly and annual reports on permitting, inspection activities, occupational licensing, and backflow registration and certification functions.
- Develops management reports as assigned and needed.

KNOWLEDGE, SKILLS, AND ABILITIES

- Familiarity with concepts pertaining to comprehensive land use, development plan, and code of ordinances.
- Ability to research and prepare concise and detailed reports.
- Ability to gather and analyze written and numerical data, draw conclusions, and arrive at decisions independently in accordance with established policies and regulations.
- Broad knowledge of computers and electronic data processing and GIS databases.
- Working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices.
- Ability to operate the automated permitting system and automated inspections reporting system.
- Ability to establish effective working relationships with contractors, developers, architects, engineers, property owners, coworkers, and the general public.
- Ability to conform with and abide by all departmental and City regulations, policies, work procedures, and instructions.
- Knowledge of land use planning, land use development and growth management approaches, processes and, techniques (preferably in Broward County).
- Specialized knowledge and skill operating and managing permitting process software (i.e. Energov and IG Inspect).

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE

Bachelor's degree in Public Administration, Land Use Planning, Urban and Regional Planning, or a closely related field with two (2) years' experience with technical and administrative work in the area of community development or closely related field, or High School Diploma or GED

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equivalent and a minimum of 8 years of relevant experience with technical and administrative work in the areas of community development or closely related field.

PREFERRED

5 year supervisory experience

PHYSICAL REQUIREMENTS

The City of Oakland Park is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Oakland Park will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of lightweight of up to 5 pounds. Tasks may involve extended periods of time at a keyboard or workstation. Work is performed in usual office conditions with rare exposure to disagreeable environmental factors. Some tasks require visual abilities. Some tasks require oral communication ability.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements are subject to possible modifications to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the abilities and aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat of significant risk to the health or safety of themselves or other employees. Requirements are representative of the minimum level of knowledge, skills, and ability.

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I _____ have read and acknowledge receipt of the job classification.

Employee signature

Date