



City of Tempe

PERMIT CENTER SUPERVISOR

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	303	<i>Department:</i>	Community Development
<i>Supervision Level:</i>	Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Permit Center Supervisor
<i>Safety Sensitive / Drug Screen:</i>	No	<i>Physical:</i>	No

Click [here](#) for more job classification information including current salary range.

REPORTING RELATIONSHIPS

Receives general direction from the Deputy Community Development Director - Building Safety.
Exercises direct supervision over technical Community Development staff.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Five (5) years of technical and/or customer support experience, preferably in the private development or municipal permitting process, including utilization of a geographic information database, in a development, architectural, building, engineering, or planning environment, including considerable public contact. Lead or supervisory experience with a public organization is preferred.
<i>Education:</i>	Equivalent to an associate degree from an accredited college or university in architecture, landscape architecture, planning, engineering, real estate, business or public administration.
<i>License / Certification:</i>	<ul style="list-style-type: none"> • Possession of ICBO/ICC or equivalent certification as a Permit Technician, Residential Building Plans Examiner or Building Plans Examiner. • Possession of, or required to obtain within twelve (12) months of hire, two (2) additional certifications from the following list: Electrical Plans Examiner, Plumbing Plans Examiner, Mechanical Plans Examiner, Energy Code, Green Building/Residential Examiner, Residential Energy/Plans Examiner. Other comparable certificates issued through a recognized code making body may be approved as an alternative.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To plan, direct and supervise the activities of the Community Development Permit Center; to perform a variety of duties involved in providing customer information and assistance related to the private development process, including planning, building, engineering, police and fire services; coordinate the issuance of various required private development permits including building construction and signage.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Supervise, direct and organize section staff and activities including the processing of applications and associated submittal materials; routing and tracking of plan submittals; the issuance of private development permits; the collecting of all monies and fees related to private development, sale of codes and ordinances, etc.; the maintenance of department files; the updating and automation of the permitting process; and the administration of the Citywide addressing policy and procedures.
- Recommend goals and objectives; assist in the development of policies and procedures; evaluate operations and activities of assigned responsibilities; recommend improvements and modifications.
- Direct, oversee and participate in the development of the section work plan; assign work activities, projects and programs; monitor work flow; implement policies and procedures; review and evaluate work products, methods and procedures.
- Prepare the section budget; coordinate the division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved section budget.
- Participate in recommending the appointment of personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.
- Answer questions and provide information to the public; establish a strong customer service environment; investigate complaints and recommend/implement corrective action as necessary to resolve complaints.
- Supervise the preparation of all approved private development accounts for billing and accounting from computer information and reports.
- Compile a variety of financial or statistical records.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Work is performed in a general office environment with moderate noise;

- Operate a variety of standard office equipment including a computer, telephone, calculator, copy machine;
- Continuous and repetitive arm, hand and eye movement;
- May work in a stationary position for considerable periods of time;
- May lift and carry materials weighing up to 25 pounds;
- May require extensive reading and close vision work;
- May require working extended hours;
- May work alone for extended periods of time;
- May travel to/from meetings and various locations.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective April 2003

Revised January 2019 (update minimum quals)

Revised October 2019 (updated min quals)