



CLASSIFICATION NO. 894
Established: 12/21
FLSA: Exempt
EEO: 2

PERMIT LOBBY SUPERVISOR

CLASS CHARACTERISTICS

Under direction to plan, organize and supervise the work of customer service and permitting staff within Development Services; to develop and implement office systems and procedures; to oversee development lobby staff and provide assistance to builders, contractors, developers and the general public; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Building Codes Division within the Department of Transportation and Development Administers building codes and grading ordinances, plan reviews and inspections for building, plumbing, electrical, mechanical, grading and manufactured dwelling permits.

The Permit Lobby Supervisor oversees permitting and administrative staff and activities within the Building Codes Division. The incumbent is responsible for the daily operations of the development services lobby and permit staff, the development and implementation of business processes and procedures, and for resolving complex or escalated customer service issues in a professional and timely manner.

The Permit Lobby Supervisor differs from the Deputy Building Codes Administrator which has broad oversight for the day-to-day operations and staff performing building codes functions in multiple areas, including plan review, permitting, customer service, inspection and investigation of the construction and remodeling activities of permit applicants under the State of Oregon Electrical, Plumbing, Structural, Residential and Manufactured Structures specialty codes.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Hires and supervises clerical, technical, and administrative staff to provide quality service to residents, County staff and internal and external stakeholders; plans, assigns, schedules and evaluates the work of assigned staff; organizes and prioritizes workflow; prepares performance evaluations; recommends and administers progressive discipline; promotes cooperative team efforts among staff and with other County departments and outside agencies.
2. Assist builders, contractors, developers, and the general public at the customer service counter, on the phone or via email with information on general construction documents and processes, current applicable state statues/codes, County rules and regulations; meets with customers to discuss development proposals and explain options in meeting submittal

requirements; answers questions regarding policies, procedures, and fees related to process review with the County.

3. Evaluates customer service delivery systems and business practices with respect to development processes and public service lobby; partners with Building Codes management in the development and implementation of customer service standards and effective programs for the delivery of services; serves as intermediary between professional, technical and administrative staff and customers in resolving complaints; provides direction on complex technical or procedural issues.
4. Identifies, develops, conducts and/or facilitates training and development programs for assigned staff and stakeholders; ensures staff are trained on and consistently follow applicable office policies, systems, procedures and practices; partners with other development services areas to develop procedures, processes, forms and record-keeping system to facilitate and improve the plan intake and review process; regularly reviews processes and procedures with department stakeholders to determine necessary updates; drafts, recommends and implements new/revised policies and processes.

REQUIRED KNOWLEDGE AND SKILLS

Working Knowledge of: Principles and techniques of supervision; participative management theories; State building codes for residential and commercial construction; county building permit procedures and policies; county land use regulations; blueprint reading and standards; documents and drawings required for plan review purposes; county building inspection processes and procedures; standard office practices and procedures; record keeping, computerized or automated information systems and databases; business English, spelling and arithmetic.

Skills to: Communicate effectively and respectfully, both orally and in writing; implement techniques and concepts of modern office management to coordinate activities, staff and work flow of an office support unit; hire, train, evaluate, and discipline assigned personnel; interpret and explain applicable policies and procedures; develop office policies and procedures; establish and maintain effective working relationships with the public, staff, clients, county departments, other governmental agencies and businesses; accurately explain, ordinances, permit processes and procedures; review construction documents to assess completeness of applications; read and interpret information on varied technical documents, maps and records for completeness; gather and compile technical information for permit applications; interpret rules, requirements and Clackamas County Ordinances; operate office equipment and machinery; establish and maintain manual and computerized records; receive, calculate and reconcile payments.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of four (4) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position, which includes at least one (1) year of lead work/supervisory experience.

Licenses/Certifications: None required.

PRE-EMPLOYMENT REQUIREMENTS

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

POST-EMPLOYMENT REQUIREMENTS

Must obtain ICC Permit Technician certification within 6 months of hire.

(Alternative advanced building certifications may be considered in lieu of the ICC Certification if the certification provides working knowledge of codes, regulations, and requirements. Substitutions will be evaluated on a case-by-case basis to determine if they meet the minimum requirements.)