

Marion County Board of County Commissioners

POSITION DESCRIPTION



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

PERMITTING LICENSING SUPERVISOR

Department: Building Safety
Pay Grade: 110
FLSA Status: Exempt
Job Class: 1300
Risk Code: 8810

JOB SUMMARY

Responsible for assisting the division manager with supervising, monitoring, and coordinating the workload of assigned staff.

ESSENTIAL JOB FUNCTIONS

- Resolves customer service issues at a level consistent with management goals and accurately relates policy changes to other staff and the general public.
- Prepares responses to inquiries and assists staff in resolving problems.
- Serves as lead personnel and assists, trains, and provides direction to other Permitting staff as required.
- Provides a positive example for staff under charge regarding work ethic, attitude, professional ethics, and demonstrates an extensive knowledge of applicable codes, interpersonal interactions, and mutual respect.
- Provides written and oral technical advisement in response to inquiries about permitting issues from the public, staff, and administration.
- Provides assistance to customers, office personnel, and field staff regarding permitting procedures and department policies.
- Prepares License Review Board paperwork including agendas, presentation packets, attendance, minutes from previous meetings, and spreadsheets for contractors to take the exam, contractors wanting to reciprocate into Marion County, and liens.
- Performs permitting and cashier duties necessary to cover personnel shortages and assists division staff in completing daily workload requirements.
- Reviews permit applications and documents for compliance of local ordinances, state statutes, and Florida Building Codes.
- Monitors workload productivity of assigned personnel and performs random quality control reviews of permit records for accuracy.
- Monitors, anticipates, and solves problems that impact division employees and/or customers.

- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

This position is responsible for the indirect supervision of a division with up to (10) ten employees. Responsibilities include acting as division manager in his/her absence; and assigning, directing, evaluating, and reviewing work of division employees. Responsibilities include on-the-job training, recommending selection of new staff members, planning, scheduling, and coordinating work operations.

QUALIFICATIONS

Education and Experience:

High school diploma or equivalent; Bachelor's degree preferred; and five (5) years' experience as a Permitting & Licensing Technician; or an equivalent combination of education and experience.

Licenses or Certifications:

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

- Notary Public certification within six (6) months of appointment.
- National Incident Management System (NIMS) courses 100, 200, 700, and 800 within probationary period.
- Permit Technician certification – Level I with ICC within one (1) year of appointment_for permitting specific supervisors only.
- CLOAF certifications – Levels I, II, and III within four (4) years of appointment for licensing specific supervisor only.
- Florida Association of Code Enforcement FACE - Certification 1, 2, 3 and 4 for licensing specific supervisor only.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read and interpret financial reports and legal documents.
- Ability to tactfully respond to complaints from customers, regulatory agencies, or members of the business community.
- Ability to write routine reports, correspondence, and procedure manuals.
- Ability to speak clearly, write legibly, and make presentations to groups of people.
- Ability to clearly explain codes, rules, regulations, and procedures to the public in a tactful manner.

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs.
- Ability to handle money and make simple mathematical calculations accurately.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to explain records and procedures to others.
- Ability to exercise judgment regarding the use of equipment, tools, or materials.
- Ability to deal with difficult customers and remain calm in stressful situations.
- Knowledge of department and division operations, pertinent Florida Statutes, and local codes and regulations related to contractor licensing and permitting processes.
- Knowledge of principles and practices of public administration.
- Knowledge of modern office practices and ability to properly operate pertinent office equipment.
- Skills in customer service.
- Skills in the use of a personal computer, pertinent software programs, email, internet, and construction database systems.
- Ability to read and interpret County and State licensing laws and ordinances.
- Ability to enforce laws and ordinances in a firm, fair, and impartial manner.
- Ability to efficiently use codebooks and other resources associated with the permitting process.
- Ability to work efficiently and proactively in a demanding, high stress environment.
- Ability to adapt to new procedures and assignments.
- Ability to establish and maintain effective working relationships with staff, contractors, and the general public.
- Ability to communicate tactfully, courteously and maintain effective working relationships with other County departments and with members of the general public.

PHYSICAL DEMANDS

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. While performing the duties of this job, the employee will occasionally be required to stand, walk, reach with hands and arms; and will regularly be required to sit, use hands to finger, handle, or feel, and frequently talk or hear.

WORK ENVIRONMENT

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.