

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 DIVISION MANAGER

Department: Building Safety
Pay Grade: 113
FLSA Status: Exempt
Job Class: 1299
Risk Code: 8810

JOB SUMMARY

Responsible for the management of the Permitting and Licensing Divisions. Responsibilities include directing, planning, and organizing all functions of the permitting and licensing processes; instigating quality control checks on work performed including collecting permitting fees; updating various policies; providing technical advisement in response to inquiries regarding permitting issues and procedures; and enforcing state and County licensing laws and ordinances.

ESSENTIAL JOB FUNCTIONS

- Manages issuance of code violation notices and oversees the investigative process for complaints regarding related violations of building, ordinances, laws, and regulations. Determines appropriate action to be taken and follows through to ensure resolution in a timely manner.
- implements policies, procedures, and work performance and safety standards to ensure proper enforcement of applicable rules and regulations governing code enforcement.
- Manages, monitors, and coordinates the workload of staff under charge. Ensures staff completes daily workload in a timely manner.
- Oversees the coordination between divisions and ensures a cohesive work environment is maintained.
- Develops and implements training programs for division staff in procedures and policies.
- Assists staff with unusual technical and compliance problems.
- Effectively responds to citizen complaints and professionally represents the County in code related matters to public groups and County Boards.
- Directs the preparation and maintenance of necessary records and reports and uses a specialized computer system and related software to assist in the performance of duties.
- Communicates clearly, effectively, and tactfully, including working with angry or frustrated citizens in a calm and professional manner.
- Provides testimony as required for depositions or in a court of law.

- Provides written and oral technical advisement and conveys interpretation in response to inquiries about permitting and licensing issues from the public, staff, and administration.
- Encourages and facilitates professional development and leadership capabilities of division staff.
- Plans, assigns, directs, monitors, and evaluates the work of assigned staff; performs personnel-related functions for staff, i.e., hiring, disciplinary actions, terminations, annual evaluations and effectiveness and efficiency.
- Manages contractor licensing division functions, including monitoring of contractor licenses to ensure they are current and appropriate for work performed. Coordinates licensing investigations efforts with field staff.
- Implements effective code enforcement programs and ensures the monitoring and correction of code violations.
- Monitors, anticipates, and solves problems that impact the division of employees or customers.
- Prepares and administers Pay for Performance protocols and administers performance reviews.
- 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 managing of a division of fifteen (15) or more employees, coordinating of all licensing and permitting, developing and implementing programs, and coordinating standard operation procedures for unit and on-the-job training. Duties include assigning, evaluating, and reviewing work of subordinate employees. Monitors training and certification programs; recommends personnel for promotion and/or disciplinary action to the Department Director; carries out manager-level discipline in accordance with Human Resources policies and procedures; monitors and evaluates employee job performance; and interviews applicants and makes selection recommendations to the Director.

QUALIFICATIONS

Education and Experience:

High school diploma or equivalent; and ten (10) years' experience in a municipal office setting, with five (5) of which in a supervisory capacity; 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.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read, analyze, and interpret financial reports, legal documents, safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write operation and technical procedures, routine reports, and correspondence.
- Ability to speak clearly and make presentation to top management, public groups and/or boards.
- Ability to tactfully respond to common inquires or complaints from customers, regulatory agencies, or members of the business community.
- Ability to calculate figures and amount such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to perform these operations using units of money and weight measurement, volume, and distance.
- Ability to add, subtracts, multiply and divides 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 apply concepts of basic algebra and geometry
- 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 participate in development of departmental policies, programs, plans and procedures.
- Ability to explain records and procedures to others.
- Ability to develop programs, plans, polices, specifications and implement procedures to operate office at maximum efficiency.
- Knowledge of County and State licensing laws and ordinances and applicable rules, regulations, procedures, and legal aspects of the building construction field, as it relates to the permitting process.
- Knowledge of the functions, operations, and structure of County government.
- Knowledge of the principles and practices of public administration.
- Knowledge of computers, current operating systems, Windows operating system, email, internet usage, and basic spreadsheets.
- Knowledge of due process and private property rights.
- Skills in organization and task prioritization.
- Ability to communicate tactfully and courteously and maintain effective working relationships with other County departments and with members of the general public.
- Ability to enforce laws and ordinances in a firm, fair, and impartial manner.
- Ability to read and interpret written, oral, and complex and detailed technical data.

- Ability to remain calm in stressful situations and to work efficiently and proactively in a demanding, high stress environment.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

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.