

CLASS TITLE: PERMIT CENTER MANAGER

PURPOSE OF THE CLASSIFICATION: Under administrative direction is responsible for planning and directing the building permit/license center personnel, engaged in managing the application, processing, review and issuance of construction related permits and licenses pursuant to City ordinances and State law; processing of City permit/license revenue and performs other related assigned duties.

ESSENTIAL TASKS:

- Manages supervisors planning and coordinating the activities of the building permit/license center staff
- Provides administrative direction over the building permit/license center personnel in the calculation of fees, collection, distribution and tracking of revenue
- Provides management of subordinate staff including, interviewing, training, evaluating, directing, counseling, and task assignment to ensure efficient and effective use of human resources
- Directs the activities involving the receipt, distribution, review and final disposition of all City construction permits and licenses and maintenance of their related records
- Queries technical systems to provide management information and obtain source/test data
- Develops standards, policies, and procedures related to cash management
- Develops policies and procedures for each customer services section regarding permit revenue processing
- Directs the reconciliation of the general ledger with the permit and licensing system and revenue processing
- Develops and monitors standards, policies and procedures related to cash management and revenue processing
- Interprets and ensures citizen and contractor compliance with State and municipal building, electrical, plumbing, mechanical, water, sewer, watershed, sign, zoning codes and related ordinances and permit/license fee ordinances
- Investigates and resolves customer and personnel complaints
- Participates in the preparation and review of ordinances related to permitting and fee collection, development of divisional objectives and the sections annual budget, rate studies and fee calculations
- Initiates studies to determine adequacy and effectiveness of present operations and recommends new methods for improving efficiency within the permit and licensing process
- Develops public information brochures and application forms
- Prepares regular status reports
- Confers with architects, engineers and individuals seeking information related to construction and development in the City of Tulsa
- Provides training/public information and confers with elected and appointed officials, department managers, legal staff, professional groups, contractors and media involving permitting processes and complex code issues
- Conducts independent technical systems study and researches technology advancements/alternatives, providing recommendations, findings and reports
- Coordinates projects, including scope definition, critical path analysis, instructing, directing and channeling work to maximize production and results
- Defines and develops computer/technical systems required to effectively and efficiently process and store the permits, licenses, and related financial transactions associated with each
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college with a bachelor's degree in business administration, social science, engineering technology or related field; and eight (8) years of experience involving public contact, zoning and building codes and/or real estate, municipal planning, computer software/coding and supervisory/management; or an equivalent combination of training and experience per Personnel Policies and Procedures Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of the methods, practices, and techniques used in City building permit and zoning processes; considerable knowledge of City codes and ordinances pertaining to building, construction and zoning; considerable knowledge of effective collection, budgeting and accounting principles and methods; knowledge of computer systems; and knowledge of governmental organization. Ability to organize and maintain a comprehensive record system; ability to plan and direct the work of subordinates; ability to provide information effectively in both written and verbal presentations; ability to develop computer/technical systems to process permits/licenses and financial transactions; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting, carrying, pushing and pulling up to 20 pounds; may be subject to walking, standing, sitting, reaching, bending, kneeling, handling, feeling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

Class Code: 1043

EEO Code: E-02

Pay Code: EX-52

Group: Engineering, Planning and Technical

Series: Inspection

Effective date: March 28, 2013