

City of San José
CLASS SPECIFICATION

TITLE: PRINCIPAL PERMIT SPECIALIST (3950)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Planning, Building and Code Enforcement	Varies	Non-Exempt

CLASS SUMMARY:

Incumbents are responsible for supervising a unit of technical and clerical staff in performing a variety of development reviews, permit issuance and customer service functions related to development review processes and permit issuance. Duties may include: supervision of lower level classifications, training of staff, preparation of training materials and programs, monitoring of and distribution of workloads, creating and updating customer handouts and information; work on complex special projects as assigned.

DISTINGUISHING CHARACTERISTICS:

This is the highest level in the Permit Specialist series. The Principal Permit Specialist is distinguished from the Permit Specialist and Sr. Permit Specialist by the higher level knowledge and experience required to perform more complex work, manage counter staff and/or programs and make independent decisions. Employees are expected to perform a full range of duties with little or no instruction or assistance. Assigned duties require the exercise of judgment to determine development approval requirements, fee analysis, fee assessment and refund decisions sometimes without clear precedents and often with concern for the consequences of the action. This class has full supervisory responsibility over Permit Specialist/Sr. Permit Specialist and other clerical Permit Center staff.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience, sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

High School Diploma or General Equivalency Diploma (G.E.D.); and 4 years of responsible experience in development review, permit issuance and related customer service functions in a public agency, one of which must be at the Senior Permit Specialist level.

Required Licensing (such as driver's license, certifications, etc.)

Valid CA Driver's License.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Knowledge, Skills and Abilities

(Needed at entry into the job in order to perform the essential duties.)

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Knowledge of:

- Processing procedures and requirements for Planning, Building, Public Works, Fire and other jurisdictions as needed for plan review and permit issuance.
- Development drawings and plans related to occupancy classifications, construction types, and plan and tract specifications;
- The California Building Code, construction practices, and legal aspects of code administration;
- Records management practices and general office operations;
- Enterprise and desktop software
- Safety equipment and procedures.
- Supervision principles.

Skill in:

- Reading and understanding blueprints, plans and specifications;
- Performing mathematically oriented calculations accurately and quickly;
- Prioritizing and managing work assignments.
- Providing technical direction to other staff;
- Using computers and applicable software;
- Drafting written procedures and policies related to the processing of development/construction plans and permits
- Conflict resolution, communication and interpersonal skills in relations with coworker, supervisor, subordinates, the general public, and other persons sufficient to exchange or convey information and to receive work direction.

Desirable Qualifications

(Knowledge, skills and abilities; licenses, certificates, education, experience that is more position specific and/or likely to contribute to more successful job performance.)

- Basic payment handling process and procedures;
- International Code Council certification as a Permit Technician
- Business process analysis as it relates to development services;

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FRE-QUENCY*

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DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FRE-QUENCY*
1.	Supervises day-to-day operations of the work group. Prioritizes and assigns work, conducts performance evaluations, ensures staff are trained; and, makes hiring, promotion, termination and disciplinary recommendations, and any other recommendations related to the change in status of employees.	Continuous
2.	Process and issue permits for complex projects and provide assistance to Plan Check Engineers in preparing approved plans for permit issuance.	Continuous
3.	Provide counter and telephone service to general public; answer code related issues and supply information regarding permit processing, policies, and procedures.	Continuous
4.	Monitor and resolve internal and external complaints.	Continuous
5.	Monitor workload and customer wait times and redirect staff as needed.	Continuous
6.	Perform fee audits, approve refunds and make recommendations to modify the overall fee structure as necessary	Frequent
7.	Prepare information material for both public and department use.	Frequent
8.	Assist or independently complete special projects related to Development Services Divisions.	As Required
9.	Performs other duties of a similar nature or level.	As Required

*Frequency defined as %, (totaling 100%) *or* “Continuous” (daily or approximately 20%+), “Frequent”(weekly or approximately 15%+), “Occasional”(monthly or approximately 10%+), “As Required”(Intermittent or 5% or less)

CLASSIFICATION HISTORY : Created 1/07, Rev 3/14; s002