



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 890.5

Job Title: **PERMIT SUPERVISOR**

Pay Grade: 18

### **GENERAL SUMMARY:**

Supervises, trains, evaluates and participates in the work of assigned staff who perform paraprofessional, technical and administrative support in the receipt, review and dissemination of various building permit applications and documents.

### **RESPONSIBILITIES:**

- Supervises work activities of assigned staff to ensure all permit applications and related documents are complete, accurate and in compliance with applicable codes, ordinances and regulations.
- Pre-screens plans for accuracy, contacts customer for any needed documents/information, performs final review of application and related documents, and routes commercial and residential plans for review and inspection.
- Corrects any errors of system entries, routing or processing of plans.
- Adjusts work priorities, projects schedules, resources, and work plans for Permit Technicians.
- Assists staff on calculations and assessments of various permit and plan fees.
- Assists in the development and maintenance of procedure and policy manuals.
- Creates various statistical/performance reports and maintains records of services rendered.
- Directs, interprets and oversees the dissemination of important technical information. Responds to complex customer issues and complaints at all stages of the permit process.
- Provides permitting guidance, advice and assistance to applicants, contractors, citizens, developers and management. May educate public on permit application process at community and outreach programs.
- Recognizes system issues and challenges and submit Service Now tickets and/or facilitate remedies.
- Understands the functions of all sections requiring permits, such as Water, Planning, Flood, Storm HAS, Traffic, Fire, Sprinklers, Haz-Mat, Electrical, Plumbing, Mechanical, Health-Food and Health-Pool. Understands general construction principles and practices.
- Performs special projects as assigned.

## **SPECIFICATIONS:**

### **KNOWLEDGE:**

Requires a high school diploma or a GED.

Preferences: Proficiency in the following systems: iPermits, PDox and ILMS. Knowledge of how to research using GIMS, HCAD and HAS.

### **EXPERIENCE:**

Five years of experience in the review and processing of permit applications and plans, with at least two years as a Permit Technician/Permit Specialist, experience are required.

An Associate's degree in a related field may substitute for two years of the experience requirement. A Bachelor's degree in a related field may substitute for four years of the experience requirement.

### **COMPLEXITY:**

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and precedents.

### **IMPACT OF ACTIONS:**

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

Involves scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions, such as hiring, terminations and pay changes of non-supervisory personnel.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

#### **External Contacts:**

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

### **PHYSICAL EFFORT:**

The position is physically comfortable; the individual has discretion about walking, standing, etc.

### **WORK ENVIRONMENT:**

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

### **PHYSICAL SKILL:**

Requires the ability to make simple gross motor responses within large tolerances.

## **MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

**JOB FAMILY:**

- Permit Technician Aide
- Permit Technician
- Permit Specialist
- Permit Supervisor

*Effective: May 2020*