

CITY OF MILPITAS  
Effective: Sept. 1999  
Revised: 9/03; 6/05; 11/15  
EEOC: Professional  
FLSA: Exempt  
Unit: Mid-Mgmt/  
Confidential  
Physical: 1

## **PERMIT CENTER MANAGER**

### **DEFINITION**

Manages Permit Center operations by leading a multi-disciplinary team to ensure proper coordination of all applications received; provides timely service to all customers; ensures collection of fees; provides coordination with the building department's plan check staff, the general public, and other departments and divisions; performs other duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This position is responsible for the City's permit operations. The incumbent works under the direction of the Chief Building Official and exercises technical and functional supervision over professional, technical, and clerical staff.

### **EXAMPLES OF DUTIES** – Duties may include, but are not limited to, the following:

- Provide direct oversight for all permit functions including proper coordination of all applications received.
- Ensure that permits for construction and associated fees are processed in a timely fashion and in accordance with established procedures, the building codes, state laws, and local ordinances governing land use development.
- Provide timely and proper routing of all submittals.
- Respond to inquiries from staff and the general public including informal building, planning, engineering and fire department issues.
- Provide timely service to all customers and assist them by coordinating issues or conflicts with plan check staff and other departments and divisions.
- Ensure uniform application of the appropriate codes, rules and regulations
- Works with Economic Development staff to coordinate meetings with prospective developers.
- Provide ongoing training to assigned staff; ensure uniform application of the appropriate codes, rules, and regulations.
- Coordinate Planning, Engineering, Fire, and Building plan checks and resolve issues.
- Coordinate activities with other City departments, divisions, and sections and with outside agencies.
- Provide project management for all large projects during the plan check process.

- Coordinate special plan check services such as express plan checks, overtime plan checks, and plan check by appointment.
- Ensure proper input and maintenance of all statistical permit processing data.
- Develop policies and customer service goals for review and approval by the Chief Building Official.
- Respond to questions and concerns of assigned staff and the public.
- Develop resolution policies for interdepartmental plan review areas of conflict and/or overlap.
- Direct and evaluate the work of subordinate staff.
- Assist in the preparation of and manages the program budget
- Sustain and improve an interdepartmental permit tracking and monitoring system.
- Coordinate and participate in preliminary plan review activities with designers and developers.
- Perform other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of structural engineering, and /or architectural design, and civil engineering, and land use.
- Plan review processes and procedures.
- The California Building Codes including, Mechanical, Plumbing Electrical and Green Building Standards Codes.
- State regulations and local ordinances.
- Principles of supervision, training, and performance evaluations.
- Project and workload planning and organizational analysis.
- Proper English usage, spelling, and grammar report writing and presentations.

### **Ability to:**

- Identify the areas of overlap and conflict of the various codes and departments involved in the review of construction permit applications.
- Read and interpret building plans, specifications, and codes.
- Examine and correct building plans, and specifications in a rapid, uniform, and accurate manner.
- Maintain records and prepare reports.
- Coordinate the flow of assigned work and follow through in a timely manner.
- Interpret and apply applicable laws, rules, and regulations.
- Supervise, schedule, and coordinate the Permit Center activities.
- Train, supervise, and evaluate assigned personnel.
- Effectively utilize personal computers and computer software, including spreadsheets and special functions.
- Communicate clearly and concisely both orally and in writing.

- Deal tactfully and effectively with those encountered in the course of work.
- Establish and maintain effective working relationships with contractors, developers, architects, City staff and Officials, public agencies, and members of the public for whom providing service on behalf of the City.

**Experience and Education**

**Experience:**

Any combination of experience, education and training that would provide the best-qualified candidates. A typical way to obtain knowledge, skills and abilities would be: Six years of progressively responsible professional experience working as an architect, civil engineer, building official, plan checker, or building inspector with at least two years of lead or supervisory experience.

**Education:**

Equivalent to an Associate of Arts or Associate of Science Degree in an applicable field. A Bachelor's degree in Civil Engineering, Architectural, Public Administration, Management, Business Administration or a related field is highly desirable.

**License or Certificate:**

- Registration as an architect or a professional civil or structural engineer in the State of California is desirable.
- Possession of Plans Examiner Certificate is required prior to the completion of the probationary period.
- Possession of Building, Plumbing, Mechanical, Electrical certificate or Residential and Commercial Combination Inspection certificate is desirable.
- Possession and maintenance of an appropriate, valid California Driver's License is highly desirable.

**SPECIAL REQUIREMENTS** –

*Essential duties require the following physical abilities and work environment:*

General office environment; sit and/or stand for long periods of time, repetitive keyboarding; reach, squat, lift, and carry up to 15 pounds; able to travel to various locations within and outside the City of Milpitas.

Approved:

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City Manager

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Date

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Human Resources Director