



**COUNTY OF SANTA CLARA
INVITES APPLICATIONS FOR THE POSITION OF:**

Permit Center Manager

An Equal Opportunity Employer

SALARY

\$50.94 - \$67.13 Hourly \$4,075.28 - \$5,370.16 Biweekly \$8,829.77 - \$11,635.35 Monthly
\$105,957.28 - \$139,624.16 Annually

ISSUE DATE: 02/08/16

FINAL FILING DATE: 04/04/16. If the Final Filing Date states "Continuous", the application filing period may close any time after ten business days from the issue date of this job announcement if sufficient qualified applications have been received. Postmarks are not acceptable, therefore it is important to submit your application as soon as possible.

THE POSITION

Under general direction, to manage Permit Center staff and the processing of land use and development applications in the Department of Planning and Development.

The Department of Planning and Development Permit Center Manager will manage the operations and customer service of a newly created Planning and Development Services Permit Center. This is a Division Head position reporting to the Department of Planning and Development Director. The Permit Center Manager will lead a staff of more than six Permit Technicians, an Administrative Support Officer II and more than eight supporting clerical staff. This position is responsible for the efficient and effective operation of the County's planning, building, engineering, fire permit application processes. A desirable candidate will have successful experience in customer service, oversight of complex processes, database and workflow management software and implementation of permit process improvement initiatives.

TYPICAL TASKS

- Plans, organizes and facilitates the daily functions and operations of the Permit Center;
- Supervises and evaluates the work of subordinate staff involved in permit review and processing, code compliance, and other related Permit Office functions;
- Oversees the permit application process, which includes: ensures permit quality assurance, proper tracking and coordination of permit applications between divisions and departments; responds to customer feedback, including complaints from applicants and the public; troubleshoots problems and recommends correction actions to resolve complaints;
- With support from technical staff, serves as permit tracking software administrator to ensure data accuracy and completeness; oversees management and update of database, forms and informational handouts; develops and maintains reports on permit timelines, activities, hours, fees and other data, to track statistics and performance;
- Monitors annual budget for the office and makes recommendations regarding budget and staffing levels;
- Makes recommendations for ordinance or procedural changes to improve application processing;

- Resolves interdepartmental land development requirements; coordinates referrals to County departments/agencies and other affected jurisdictions; chairs joint staff conferences; initiates contact with departments/agencies as necessary to ensure speedy and accurate application processing;
- Monitors master land development on-line file system and makes recommendations to revise system as needed to meet management information requirements;
- May be assigned as a Disaster Service Worker, as required;
- Performs other related work as required.

EMPLOYMENT STANDARDS

Sufficient training, education and experience, which demonstrates the possession and application of the following knowledge and abilities:

Training and Experience Note: Development of the required skills, knowledge, and abilities is obtained through training and experience equivalent to possession of a Bachelor's Degree in Planning, Engineering, Construction Management or a closely related field from an accredited college

AND

Five (5) years of increasingly responsible experience in current planning and building administration and in the operation and administration of a land development regulation program.

Knowledge of:

- Aims, trends, concepts, principles, techniques and legal aspects of city, county and regional planning and building administration;
- Implications of physical, economic, aesthetic and social factors involved in planning and building, including the development of urban and suburban environments;
- Governmental organizations and operations and community interrelationships;
- Principles of program and personnel management and training;
- Research and statistical methods;
- Common computer applications;
- Principles of digital data communication.

Ability to:

- Administer, manage and coordinate the activities of multiple functional areas in a governmental planning and development office, including the areas of personnel, project assignment, and budgetary planning;
- Identify and recommend necessary staffing, policy, procedural and organizational innovations to achieve agency and County goals to develop an effective, coordinated land development process;
- Coordinate efforts between various county and outside agencies, especially those involving multiple technical disciplines;
- Organize and conduct planning research studies;
- Administer ordinances and laws related to planning and development projects or in response to requests from the public; understand and relate to others the aims, concepts and principles of city, county and regional planning;
- Work effectively with the public, community organizations, other planning agencies and other employees;
- Prepare and present clear and concise reports;

- Communicate effectively both orally and in writing.

VETERANS PREFERENCE INFORMATION: Any veteran who has submitted a copy of their DD214 form, and received a discharge of other than dishonorable, from the armed forces showing service in any branch of the United States military will be given a preferential credit of five percent (ten percent for those identified as disabled veterans), after attaining a passing examination score for a numerically scored examination, as applicable by Memorandum of Understanding.

THE EXAMINATION PROCESS: The examination process may include one or more of the following: application review, application appraisal, preliminary competitive rating, performance test, written test, and/or oral interview examination.

This recruitment may require completion of Supplemental Questions in order to evaluate your education, training and experience relative to the required knowledge and abilities for the position you are applying for.

Your responses to the questions may also be reviewed and scored in a Competitive Rating evaluation process based on pre-determined rating criteria. Your answers should be as complete as possible, as no additional information will be accepted from applicants once the Competitive Rating evaluation has begun.

*New Hires shall be subject to a pre-employment criminal background check.

DISASTER SERVICE WORKERS: Under California law, all County employees are designated as Disaster Service Workers (DSW). In the event of a catastrophic event, County employees may be expected to fulfill emergency action assignments. As DSW's, they may be assigned to assist in any disaster service activity that promotes the protection of public health and safety and preservation of lives and property.

INFORMATION ON PERS CONTRIBUTION: For new members, salaries above a limitation imposed by federal law (that limit per IRS is \$117,020 for 2016): (1) neither the County nor the employee makes contributions to PERS on the portion of salary that exceeds the limit, and (2) the portion of the salary that exceeds the limit is not used by PERS to calculate the retirement benefit. If you were a member prior to January 1, 2013, the limit is \$265,000 for 2016.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<http://www.sccjobs.org/>

OR

70 W. Hedding Street, 8th Floor, East Wing
San Jose, CA 95110

EXAM #16-L82-A
PERMIT CENTER MANAGER
IV

Permit Center Manager Supplemental Questionnaire

- * 1. What is the highest level of education you have completed?
- 8th Grade
 - High School or GED
 - College (1 to 29 semester units / 1 to 44 quarter units)
 - College (30 to 59 semester units / 45 to 89 quarter units)
 - College (60 to 89 semester units / 90 to 134 quarter units)
 - College (90 to 119 semester units / 135 to 179 quarter units)
 - College (120 or more semester units / 180 or more quarter units)
 - Associate's Degree
 - Bachelor's Degree
 - Master's Degree
 - Doctoral Degree
- * 2. Do you possess a Bachelor's Degree or higher in Planning, Engineering, Construction Management or a closely related field from an accredited college?
- Yes No
- * 3. For each relevant position held, please provide specific information that clearly describes:
- a) your functional areas of responsibility,
 - b) the size and type of each organization,
 - c) your position within each organization and the title of the position to which you report (ed), and
 - d) the number and level of staff managed.
- * 4. Describe in detail prior responsibilities for managing or working in a Permit Center. Please include relevant information pertaining to:
- a) your experience managing customer service operations,
 - b) your working relationship and coordination responsibilities with division managers and permit subject matter experts; for example, planners, plan checkers, and engineers,
 - c) your experience with project management; and
 - d) your ability to maintain workflow support and database software.
- * 5. Describe your experience designing and implementing initiatives to improve customer service or the efficiency of a business process.
- a) What problem were you trying to overcome?
 - b) Who were your team members and how did you engage them in the initiative?
 - c) What challenges did you face?
 - d) What were the outcomes of the initiative?

* Required Question