

**City of Manteca
PERMIT CENTER SUPERVISOR**

Class Spec Code	###	Established Date	07/01/2002
Occupational Group	Mid-Manager Association	Revision Date	February 2026
		FLSA	Non-Exempt

DEFINITION

Under general direction, plans, schedules, assigns, reviews, supervises, and participates in the work of staff performing building permitting functions and customer service counter activities; oversees issuance of applications and building permits and ensures compliance with applicable codes, regulations, policies, and procedures; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises direct supervision over technical staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the permitting center of the Developmental Services Department that exercises independent judgment on diverse and specialized permit processing with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and for overseeing day-to-day permit processing and related work, and are responsible for providing technical level support to the Development Services Director in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines and scope of practice.

REPRESENTATIVE DUTIES

Essential Duties:

Management may amend duties pursuant to the Americans with Disabilities Act (ADA) so qualified employees can perform the essential functions of the job.

- Plans, schedules, assigns, reviews, supervises, and participates in the work of technical level staff in the Development Services Department; trains staff in work procedures and safe work practices; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development and implementation of goals, objectives, work plans, policies, and priorities for the division; recommends within division policy, appropriate service and staffing levels; recommends and administers policies and procedures.

- Participates in annual budget preparation; identifies and recommends future resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures.
- Monitors activities of the permit processing work unit; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff and implements improvements.
- Assists in the review of applications, documents, and plan submittals to ensure accuracy and compliance with pertinent laws and established criteria; provides project management for plan check processes and special plan checks for large projects.
- Responds to and resolves customer complaints and/or concerns including building permit status, plan review status, public counter customer service, and other inquiries.
- Coordinates and assists assigned staff, engineers, contractors, homeowners, and other agencies to address concerns, special application inquiries, and code interpretation; provides information on processes and procedures; interprets and explains applicable federal, state, and local codes and regulations.
- Researches information and data and department statistics; prepares various reports and discusses findings and conclusions with management.
- Participates in implementing and testing permit system updates; provides software assistance to public users who experience technical issues.
- Assists with the development of marketing and informational materials.
- Provides project management for large projects during the plan check process and coordinates special plan check services such as expedited plan checks, overtime plan checks, and plan check by appointment.
- Assists in the review of applications, documents, and plan submittals to ensure accuracy and compliance with pertinent laws and established criteria; provides project management for plan check processes and special plan checks for large projects.
- Serves as a liaison for assigned functions with other City departments, divisions, and outside agencies; provides staff support to commissions, committees, and task forces, as required.
- Prepares reports and other written materials; supervises the establishment and maintenance of working and official division files; ensures the proper documentation of operations and activities.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of permit processing operations and procedures.
- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS**Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of budget administration and monitoring.
- General principles of risk management related to the functions of the assigned area.
- Principles and practices of construction, architectural design, and permitting.
- Planning approval and building permit processes and procedures.
- Building specification requirements, construction practices, and cost estimating.
- Business arithmetic, including calculations of square footage.
- Real property description terminology and concepts.
- Arithmetic and statistical techniques.
- Research methods and techniques.
- Recent and ongoing developments, current literature, and sources of information related to the operations of the assigned department.
- Principles and procedures of record keeping, technical report writing, and preparation of correspondence.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and programs, projects, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Administer budgets; monitor revenue and expenses, as required.
- Perform complex, technical, and specialized permit processing work; review permit applications for completeness and conformity with requisite ordinances.
- Provide interpretation and explanation to the public of the practices and procedures related to the permit process.

- Read, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, ordinances, and standards relevant to the work performed.
- Explain building and permit requirements to contractors, developers, and the general public.
- Assist with the preparation of various studies and reports.
- Apply GIS applications and prepare related graphics, visual aids, and maps.
- Perform mathematical calculations quickly and accurately.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Maintain accurate records and files of work performed.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the division and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to an associate degree from an accredited college.

Experience:

- Five (5) years of increasingly responsible experience processing permits, including two (2) years of experience in a lead or supervisory capacity.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.
- Possession of a valid Permit Technician Certificate issued by the International Code Council (ICC), to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

WORKING CONDITIONS

City employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the City's needs, in addition to responding as a Disaster Services Emergency Worker (California Government Code Section 3100-3109).