**Class Summary**

The responsibilities of this classification include leading and managing permit, inspection or permit support services. Incumbents provide supervision to staff who review, approve and process permits within assigned permitting product lines.

**Distinguishing Characteristics**

This is a single level classification. The Permitting Product Line Manager manages resources to ensure that permit reviews comply with applicable laws, are completed within established target timelines for each permit type, and meet the department’s customer service standards. This series is distinguished from the Supervisor series in that incumbents manage and supervise assigned employees in trades environment.

**Examples of Duties**

1. Provide leadership and manage daily operations and resources within the workgroup; establish priorities; ensure target timelines are achieved for each permit type within the product line; serve as a resource within the product line and for the department.
2. Draft and implement product line work plans, ensuring goals and objectives align with County and department strategic plans.
3. Identify and develop staffing requirements; set performance expectations; evaluate staff performance; and make hiring, disciplinary and termination decisions.
4. Plan, organize, and coordinate work activities of assigned unit; prepare work schedules and staffing plans; provide guidance and technical assistance to staff; and help resolve technical problems.
5. Develop, plan, and coordinate projects; serve as primary internal and external point of contact for questions concerning permit/project status and other matters within the product line; help resolve permit and process-related issues and customer issues.
6. Identify training needs; create and implement on-going training programs for staff.
7. Perform other duties as assigned.

**Knowledge/Skills**

Knowledge of codes, ordinances, policies, and laws at various jurisdictional levels that pertain to the specialty area

Knowledge of data reporting, quantitative, and analytical tools/techniques

Knowledge of principles and practices of management and public administration

Knowledge of supervisory principles and practices, workload planning, and scheduling

Skill in system/organizational analysis

Skill in applying and analyzing metrics to measure product line performance

Skill in implementing, interpreting, and amending jurisdictional codes

Ability to read and interpret plans, policies, and regulations, and determine when legal or other professional assistance is required

Skill in working with and supporting elected or appointed public boards or commissions

Skill in working in a political environment

Advanced skills in providing customer service

Skill in personnel management, including mentoring and coaching staff, goal setting, and performance management

Advanced skills in verbal and written communications

Skill in handling multiple competing priorities

Skill in analytical thinking, problem solving, and conflict resolution

Skill in planning, organization, and project management

Skill in proactively identifying problems and allocating available resources to ensure early resolution of issues, coordinating use of staff/resources across product lines as needed

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite and permitting software

**Education and Experience Requirements**

A Bachelor’s degree in public or business administration, urban planning, industrial engineering, architecture, or similar field and progressive experience in management, including supervising staff

OR Any combination of experience/education/training that provides the required knowledge, skills and abilities to perform the work

**Licensing, Certification and Other Requirements**

Valid Washington State Driver’s License.

Additional licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required.

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| **FLSA Designation** | Exempt (Administrative) |
| **Service Status** | Career Service |
| **EEO Code** | 2 |
| **Levels within same series** | None |
| **Class History** | 01/2013 – Created  07/2018 – Updated |