

LICENSE AND PERMIT SUPERVISOR

SUMMARY:

Under general supervision, supervises and directs occupational license and permit specialists, field inspectors and support staff assigned to permit issuance, occupational licensing and contractor registration; and performs related duties as assigned.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge skills, and other characteristics. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

DUTIES AND RESPONSIBILITIES: *(which are **not** in any hierarchical order)*

1. Supervises office and field staff involved in the issuance of occupational licenses and building permits, and field inspection. Trains assigned employees and evaluate their performance.
2. Maintains records associated with license and permit applications, fee payments and violations.
3. Determines license necessary for each business. Supervises the inspection of business houses and professional offices to enforce tax payment and follows up on non-payment.
4. Issues notices of taxes due; follows-up on cases to determine if taxes were paid; initiates legal action when appropriate.
5. Evaluates and analyzes current work procedures for effectiveness and efficiency of operation.
6. Keeps abreast of new code developments and conducts training sessions to keep staff informed of code changes, research sources and procedures.
7. Schedules work assignments of support staff and oversees the preparation and maintenance of departmental records such as permits issued, occupational licenses, fees collected, and daily activities of enforcement staff.
8. Supervises office schedule and files, records retention, and requests for destruction of files as appropriate.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of policies, practices, procedures and terminology of City licenses and permits.
- Knowledge of building codes, licensing codes, zoning codes and city codes.
- Knowledge of contractor licensing requirements and procedures.
- Knowledge of standard office practices and procedures.
- Skill in using standard office machinery and equipment.
- Skill in using computers and standard software applications and specialized permitting software.
- Skill in following written and oral instructions.
- Skill in customer service.
- Ability to supervise, train and direct the work activities of others.
- Ability to operate standard office equipment including computers.
- Ability to maintain accurate records.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves sedentary to light work in an office setting. There is frequent need to stand, stoop, walk, sit, lift light objects (up to 10 pounds) and perform other similar actions during the course of the workday. The City of West Palm Beach promotes a drug/alcohol-free work environment through the use of mandatory pre-employment drug testing.

MINIMUM QUALIFICATIONS: Associate's degree from an accredited college with a major in Business Administration, Public Administration, or related field and three (3) years of related experience including one (1) year of supervisory and/or customer service experience, or any equivalent combination of training and experience. A valid Florida driver's license is required.