

PERMITS MANAGER

Department: **Reports To:**

Division: **Location:** Administration Building

FLSA Status: Exempt **Classification:** Full-Time/Civil Service

Approved By: Civil Service Board **Date of Approval:** June 2004

Pay Grade Level: 8

JOB SUMMARY

Directs and coordinates a variety of complex administrative, technical, and professional work activities in the daily implementation of the comprehensive code enforcement program to ensure compliance with federal, state, and Lafourche Parish ordinances and codes by performing the following duties either personally or through subordinate supervisors and/or employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential duties and responsibilities include the following:

- Directs the acceptance of applications and fees for development permits, as required under the Lafourche Parish Flood Prevention Ordinance; oversees the processing of applications for permits to construct and/or locate structures within the Parish, reviews and ensures that all necessary information for proper handling is provided on the application; serves as the Lafourche Parish Floodplain Administrator in the determination of floodplain designations and minimum base flood elevation requirements. Advises applicants, either personally or through the actions of subordinate personnel, of minimum elevation requirements for construction
- Determines work procedures of the Permits Division, prepares work schedules, and expedites workflow; studies and standardizes procedures to improve efficiency and effectiveness of operations; issues written and oral instructions; assigns duties and examines work for accuracy and conformity with established policies and procedures
- Reviews applications for conformity with all applicable Lafourche Parish development ordinances, and advises applicant either in writing or by telephone of deficiencies and required actions to be taken by the applicant to effect compliance
- Notes instances of noncompliance on plans and applications and suggests modifications to bring plans into compliance
- Approves and issues permits
- Directs the inspection of buildings and sites to ensure construction/activity is in compliance with the terms and conditions of the issued permits

- Ensures the preparation and submission of reports detailing items of noncompliance to permit holder for correction
- Provides regulatory information to citizens planning an activity which is regulated by Lafourche Parish development codes and ordinances
- Completes or requisitions studies to improve or update development ordinances and codes
- Testifies at hearings regarding permitting and compliance activities
- Ensures the completion of reports and maintenance of the comprehensive records of all permitting and licensing activities for use by administrative and judicial authorities
- Monitors the authorization of the connection of utilities by appropriate utility provider on construction/activities which have fully complied with applicable regulatory provisions
- Monitors all fees collected, properly accounts for receivables, and forwards monies collected and accompanying reports to the Finance Department
- Monitors the activities of the Community Rating System (CRS) program coordinator, and ensures that all program activities are completed in accordance with program guidelines for participation
- Serves as the Floodplain Manager in the issuance of flood zone designations and elevation requirements
- Requisitions the compilation and analysis of data on the economic, social, and physical factors affecting construction activities, and prepares or requisitions reports on data
- Ensures permits are processed in a timely manner and promptly issued
- Oversees the maintenance of the database of all parish permitting activities to ensure that files and records remain current and that the Parish maintains compliance with terms and conditions of participation in the National Flood Insurance Program
- Monitors the scheduling of requests for field inspections and maintenance of inspection records; Ensures that inspection activities are closely coordinated with associated staff, engineers, contractors, and fire inspectors
- Receives and resolves complex and sensitive complaints/questions/concerns received from applicants for permits issued within the Division, state and federal agencies, contractors, property owners, elected officials, and departmental supervisors regarding permitting activities and compliance with the Parish development ordinances
- Provides leadership and direction in the development and subsequent implementation of short and long range plans; gathers, interprets, and prepares data for studies, reports, and recommendations; coordinates division activities with other departments and agencies as needed

Other duties may be assigned.

ADDITIONAL RESPONSIBILITIES

- Ensures that assigned areas of responsibility within the division are performed within budget; performs cost control activities; monitors revenues and expenditures to ensure effective and efficient use of budgeted funds, personnel, materials, facilities, equipment and staff time
- Prepares legislative documents required for revision to the various development ordinances
- Interprets the Lafourche Parish Flood Insurance Rate Maps
- Prepares annual budget for the operation and maintenance of the Permits Division
- Assists in the completion of annual audit by retrieving division documents
- Maintains the Permits library and its inventory of periodicals, journals, reports, and books
- All parish government employees in a declared emergency shall be considered essential personnel

SUPERVISORY RESPONSIBILITIES

Supervises employees in the Permits Division. Carries out supervisory responsibilities in accordance with Lafourche Parish Government policies and procedures and applicable laws of the State of Louisiana; Supervisory responsibilities include interviewing job applicants and training employees; planning, assigning, and directing work; appraising performance; and addressing complaints and resolving problems.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Pursues training and development opportunities; Shares expertise with others.

Oral Communication - Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Makes self available to staff; Provides regular performance feedback; Improves processes, products and services.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Innovation - Develops innovative approaches and ideas.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. Jobholders must be legally able to work in the United States.

Education and Experience. Bachelor's degree from four (4) year college or university; or two (2) to four (4) years related experience and/or training; or equivalent combination of education and training in the administration of public regulatory programs. Must possess the ability to exercise independent judgment within established systems and procedures. Extensive knowledge of Lafourche Parish laws and regulations regarding building and development, especially as it relates to the regulatory requirements of the National Flood Insurance Program and associated floodplain management requirements required.

Language Skills. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, legal documents, building plans and specifications and/or governmental regulations. Ability to write reports, business correspondence, and procedures manuals. Ability to effectively present information and respond to questions from groups of managers, employees, representatives of federal and state agencies, elected officials, and the general public.

Mathematical Skills. Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Certificates, Licenses, Registrations. Must possess a valid Driver's License and must obtain a valid Louisiana Driver's License within 30 days of employment.

OTHER SKILLS AND ABILITIES

- Must possess the capability to learn the technical and professional methods, practices, and procedures in the proper administration of a comprehensive parish regulatory program; must have knowledge of appropriate management and supervisory skills to supervise assigned personnel; and, basic abilities in the operation of personal

computers, typewriters, calculators, copy machines, and fax machines; basic knowledge of computer word processing software, business English, spelling, punctuation, and methods and techniques in record keeping and filing systems.

- Must possess the ability to establish and maintain effective working relationships with developers, architects, engineers, and the general public; and work under stressful conditions and with frequent interruptions
- Ability to deal courteously and effectively with the public, governmental officials, and other employees of the Lafourche Parish Government.

PHYSICAL DEMANDS

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, walk, stand, use hands to finger, handle, or feel; reach with hands and arms; and talk and hear; The employee must occasionally lift and/or move up to 10 pounds, stoop, climb, and balance. Specific vision abilities required by this job include close vision, distance vision, depth perception, color vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is normally moderate and occasionally noisy.