

PERMIT CENTER DIVISION CHIEF

An Overview

The Division Chief Permit Center assists the City's Building Official in the Department of Code Administration by providing coordination and oversight to the Alexandria Permit Center. This single incumbent class provides planning for future enhancements, staff and customer training, and program implementation, manages the permit application and issuance process, provides direction to the staff assigned to the Permit Center, organizes workload and staffs' calendars, coordinates with internal staff, and with other agencies and customers involved with the permit review process, and supervises the Permit Center staff including Residential and Small Business Facilitators. The Assistant Director of Code Administration exercises supervisory control over the work of this position and may assign related tasks not specified in the class specification.

The Opportunity

- Serves as the Customer's Advocate to identify process issues with City Agencies represented in the Permit Center to include: Code Administration, Transportation and Environmental Services, Planning and Zoning, and Finance/Business Licenses;
- Manages, directs, organizes, coordinates and supervises staff within Permit Center to oversee the daily operations of the Permit Center and staff;
- Coordinates with other agencies, developers, design professionals, contractors, business owners and other customers to ensure requirements of City-wide development process are understood and met;
- Evaluates staff and implements and/or provides technical training, procedural changes, and corrective/disciplinary actions;
- Ensures consistent and appropriate application of the Uniform Statewide Building Code and other recognized standards;
- Tracks permit activity within the Permit Center and external agencies to respond to customer questions regarding permit status;
- Serves as Permit Center's customer advocate to provide assistance through the permitting process;
- Provides responses to customers and staff on technical and administrative topics related to contractor licensing, permit procedures and code compliance;
- Coordinates customer training programs;
- Coordinates special projects, including Permit Fee studies, new permitting processes, technology improvements and related activities;
- Create and analyze weekly performance/activity reports of team
- Prepare monthly development projections for Senior Management team
- Coordinates special Code Administration functions, such as: One Stop commercial scheduling, code modifications, one-stop services, Certificate of Occupancy & related functions;

- Coordinates and maintains effective coordination and working relationships with outside agencies for plan review, permitting, construction processes, complaints & information technology;
- Identifies and/or works toward implementing IT and process initiatives to streamline and expedite service delivery;
- Performs related work as required.

The Idea Candidate

The ideal candidate should have thorough knowledge of principles, practices, and techniques of code enforcement; good knowledge of building and structure design and construction; some knowledge of the basic principles of fire prevention; good knowledge of the principles, practices and techniques of public administration; some knowledge of plumbing, electrical, mechanical and gas fitting and the installation of elevators; some knowledge of zoning principles and practices; ability to develop long-term plans and to evaluate work accomplishments; ability to plan, organize, and evaluate programs, and implement policies, procedures and standards; ability to establish and maintain effective working relationships with City officials, agencies and the general public; ability to plan, direct, and coordinate the various phases of inspections and code enforcement; and the ability to present facts and recommendations effectively in both verbal and written form. General understanding of each agency's process is essential for daily coordination of staff in Permit Center. Diplomacy, excellent negotiating skills, excellent oral and written communication skills, and excellent hearing/understanding skills are essential.

About The Department

The City of Alexandria's [Department Of Code Administration's](#) focus is to assist customers to achieve compliance with The Virginia's Uniform Statewide Building and Maintenance Codes (USBC), and the city code nuisance and development provisions. the department contains five divisions: the permit center, property maintenance inspections, new construction inspections, plan review services, and administrative services. if you are curious for a broader view of our city government [click here](#), or for a broader view of The City Of Alexandria [click here](#).

Minimum

Two-Year College Degree: Some progressively responsible, supervisory experience in public administration that includes some experience in new construction code enforcement.

Preferred

Four-Year College Degree: three-five years of supervisory experience in construction permitting, including supervision of customer service staff, plan review, inspection, fire prevention or property maintenance. Experience in managing contracts, multi-agency systems, and multi-departmental processes.

Salary

\$84,029.14 - \$147,875.00 Annually