

TOWN OF MORRISVILLE
invites applications for the position of:

Inspections Customer Service Supervisor

SALARY: Depends on Qualifications

OPENING DATE: 01/13/20

CLOSING DATE: 01/27/20 04:59 PM

DESCRIPTION:

HIRING RANGE BEGINS AT 44,936.00. SALARY OFFERED DEPENDS ON QUALIFICATIONS.

Performs responsible administrative and supervisory work for the Inspections Department. Work involves heavy responsibility for the annual budget and the management of items within the development review process. Work is performed under the general supervision of the Inspections Director. Supervision is exercised over subordinate personnel.

EXAMPLES OF DUTIES:

- Supervises the Permit Technicians.
- Supervises the receipt and routing of building plans for residential and commercial construction in the Town; Oversees the front reception and project intake areas; provides backup to the permit technician.
- Coordinates the budget development process for the Inspections Director.
- Codes expenditures and processes all financial transactions.
- Verifies purchase order requests in accordance of town policy.
- Assists the Director with developing useful performance measures; coordinates measures with the budget manager.
- Create and prepare monthly reporting of Inspections Department performance measures and strategic plan measures
- Manages the website for the department; designs consistent formats for all pages and coordinates updates of information.
- Serves as Power user for Energov
- Serves as Power user for Munis
- Balances accounts and completes invoice processing, fuel statements, credit card statements
- Conducts quality assurance checks for building permit application processing for accuracy
- Tracks office supplies and orders as needed.
- Helps develop and implement inspection procedures that improve the overall efficiency and effectiveness of the plan review and permitting process.
- Assures effective office operations and cooperation with field inspections work.
- Manages and performs required supervisory duties for subordinate employees.
- Answers questions and consults with applicants, homeowners, engineering and architectural firms, builders, etc. relating to the plan review and permitting process.
- Creates forms, publications and maintains related records.
- Assists auditors with annual audit.
- Oversee records retention for Inspections Department
- Oversees commercial and residential fee collections; prepares reports.
- Maintains Homeowner Recovery Fund.
- Evaluate and recommend changes in policies, processes and technology.
- Maintains calendar and schedules appointments for pre-construction meetings for staff.
- Backs up Permit Technicians

- Performs related duties as required.
- Knowledge of state regulations regarding building permit processing/regulations and contractor licensing
- Coordinate express review, attends express review meetings and processes all express review applications
- Updating Energov system with annual fee changes
- Periodically review permitting process and identify/implement modifications to improve process efficiency
- Gather data for public records requests
- Knowledge and use of Microsoft Word, Excel, Outlook and Powerpoint

TYPICAL QUALIFICATIONS:

General working knowledge of state codes, local ordinances, and construction; thorough knowledge of management practices; thorough knowledge of budgeting principles and practices; skill in reading and interpreting plans and specifications; ability to work with colleagues in different professional disciplines; ability to focus on detailed information; ability to establish and maintain effective working relationships with contractors and the public; ability to enforce regulations tactfully and firmly; ability to supervise the work of subordinates; ability to establish and maintain effective record-keeping systems; ability to anticipate and plan for varying work load; ability to demonstrate sufficient experience to thoroughly understand the work of subordinate positions; ability to answer questions and resolve problems.

SUPPLEMENTAL INFORMATION:

Any combination of education and experience equivalent to the graduation from an accredited community college with a degree in Business, Public Administration or related field and extensive experience working in office management. Work in local government is preferred.

APPLICATIONS	MAY	BE	FILED	ONLINE	AT:	Position #20200113
http://www.townofmorrisville.org						INSPECTIONS CUSTOMER SERVICE SUPERVISOR
100 Morrisville, 919-463-6208	Town	NC	Hall		Drive 27560	
hr@townofmorrisville.org						
