

Job Title	<b>PERMIT CENTER SUPERVISOR</b>
Closing Date/Time	January 17, 2020, 4:30 p.m.
Salary	\$2,349.68-\$3,190.40 Biweekly
Job Type	Classified – Full-time, Permanent
Location	Long Beach, California
Department	Development Services

*PENDING CIVIL SERVICE COMMISSION APPROVAL*

**Accepting online applications 24 hours a day beginning Friday, December 27, 2019 through 4:30 PM, Friday, January 17, 2020.**

**EXAMPLES OF DUTIES:** Under general direction, plans, prioritizes, assigns, and supervises the public permit processing center activities and staff, emphasizing consistency in service delivery and excellent customer service. plans, organizes, coordinates, and evaluates the daily activities of the public permit processing center, including customer service, routing of permit applications to appropriate points of activity and coordination with various staff as necessary to ensure a consistent, timely, efficient, and accurate review and issuance of permits and approvals; provides accurate information and direction to staff regarding building, planning, zoning, fire, and engineering information and requirements; Interprets codes, ordinances, policies, etc., accurately to assist the public and development community to obtain permits and information; optimizes efficiency and responsiveness through creative problem solving; develops procedures and policies that ensure the permit and plan check process will be consistent; creates and maintains reports on permit timeliness, activities, hours, and other data which tracks permit statistics and performance; investigates and recommends changes in processes/procedures that will increase timeliness, efficiency and aid customer service and satisfaction through technology, etc.; oversees the day to day operation of the public permit processing center's software, logs, spreadsheets, etc.; ensures the effective utilization of computer technology to monitor the flow of customers at the public permit processing center.; supervises, counsels, and evaluates assigned staff; reviews work; provides work direction and guidance to assigned staff; establishes work performance standards; prepares and conducts performance evaluations; initiates and implements disciplinary actions as appropriate; recommends promotions; and approves/schedules paid leaves; trains staff and develops a public permit processing center culture that provides excellent customer service, promotes creative problem solving, and disseminates consistent information; conducts staff meetings; coordinates activities of all staff assigned to public permit process center, in order to consistently manage work flow; mediates and resolves disputes, misunderstandings, etc., between customers and staff; responsible for all physical aspects of public permit processing center, e.g. ensuring computers and printers are functional and safe, all forms are kept current and in stock, resource materials are available and up-to-date, and damaged physical assets are repaired; performs other related duties as assigned.

**REQUIREMENTS TO FILE:** Applicants must meet the following minimum requirements and submit required\* proof of certification as noted at the time of filing application.

- Current Permit Technician or Plans Examiner certification issued by the International Code Council (ICC) **(proof required) \***.

**AND**

- Associate's degree with coursework in building construction science and technology, planning, civil engineering, architecture, fire science technology, code enforcement, public

or business administration, or a closely related field **(proof required) \* AND** two (2) years of experience as a Permit Technician II, or equivalent, performing in a lead capacity in a regulatory or permit processing environment with customer services responsibilities. (For more information regarding duties of Permit Technician II, **CLICK HERE**)

**OR**

- Four (4) years of recent, paid, and progressively responsible work in a public or private sector agency involved in a regulatory function or permit processing involving a high level of public contact with two (2) years of the required experience as a Permit Technician II, or equivalent, performing in a lead capacity in a regulatory or permit processing environment with customer services responsibilities. (For more information regarding duties of Permit Technician II, **CLICK HERE**)

**ADDITIONAL REQUIREMENTS TO FILE:**

**Knowledge of:**

- Principles and techniques of effective supervision, including training and evaluation processes;
- Construction codes, techniques and methods of permits and plan check processes and procedures, and zoning requirements;
- Methods, principles, and practices of effective conflict resolution;
- Computerized permit information system;
- Current trends and developments in the field of permit processing;
- Proper English usage, grammar, spelling, punctuation, and vocabulary.

**Ability to:**

- Plan, direct, and coordinate a customer service focused public permit processing center;
- Supervise, train, and evaluate employees for the efficient and effective delivery of services;
- Interpret, apply, and explain City policies, procedures, laws, and regulations;
- Interpret and clearly communicate technical and complex information, terminology, policies and procedures, including construction codes, ordinances, and regulations;
- Review and make recommendations on complex personnel and performance issues, policy interpretations, and resource allocation issues;
- Analyze circumstances/situations accurately, adopt an effective course of action, and provide leadership to others in carrying out action plans;
- Establish and maintain effective working relationships with employees, supervisors, other management staff, and the public consistently exercising tact, good judgment and a pro-active, problem-solving focused communication style;
- Lead by example by consistently demonstrating professionalism, excellent customer service skills and service delivery;
- Multi-task and prioritize work load;
- Communicate clearly and concisely, both orally and in writing;
- Maintain composure under stressful circumstances;
- Operate office equipment including computers, printers and copiers as well as the supporting word processing, spreadsheet, e-mail, and database applications;
- Type with accuracy and at a speed necessary for successful job performance;
- Maintain accurate records and files;
- Facilitate and problem-solve quickly and independently and/or as part of a team;
- Provide support and leadership to City and department staff.

**\*Required documents, such as transcripts, degrees and/or certification, must be uploaded to the online application at time of filing. Any proofs submitted must contain either the applicant’s name or other identifying characteristic on the documentation. Degrees must indicate the field of study and conferred date on diploma or transcript. Candidates who possess degrees from college or university from outside the United States must attach proof of educational equivalency at the time of filing.**

**DESIRABLE QUALIFICATIONS:** Bilingual (ability to speak) or biliterate (ability to read/write) in Spanish, Khmer, or Tagalog is desirable for some positions. ICC Code Specialist Certificate.

**EXAMINATION WEIGHTS**

Application Packet .....	Qualifying
Appraisal Interview .....	100%

A minimum rating of 70 must be attained in order to be placed on the eligible list. Certification score bands will be considered based on analysis of test scores.

Appraisal Interview is tentatively be scheduled for the week of January 27, 2020.

Based on the number of applications accepted, the selection procedure may be changed. In the event of the need to revise the selection procedure, those affected will be notified of the details at a later date.

**If you have not received notification by January 22, 2020, contact the Civil Service Department at (562) 570-6202.**

In support of the City’s Language Policy, bilingual skills (Spanish, Khmer and/or Tagalog) are desirable for some positions interacting with the public.



This information is available in an alternative format by request at (562) 570-6202. If a special accommodation is desired, please contact the agency two (2) business days prior to the test, if applicable, at (562) 570-6202. For hearing impaired, call (562) 570-6638.

An Equal Employment Opportunity

**FINAL**

Job Title	<b>PUBLIC AFFAIRS ASSISTANT</b>
Closing Date/Time	January 24, 2020 4:30pm
Salary	\$2,166.32 - \$2,941.76 Biweekly
Job Type	Classified - Full-Time, Permanent
Location	Long Beach, California
Department	Multiple Departments

**Accepting online applications only. Apply online 24 hours a day, January 10, 2020 through 4:30 p.m., January 24, 2020.**

**Current vacancies are with the Police Department. This classification is also utilized with the Airport and Development Services Department.**

**EXAMPLES OF DUTIES:** Under general supervision, performs administrative, technical, and professional duties pertaining to public affairs; assists with the preparation of news releases, public information bulletins, and related documents; coordinates and assists with public affairs related special projects, research, events and programs requiring knowledge of community and/or department concerns and issues; responds to emergencies, newsworthy events, and media inquiries; represents City departments at community events, tradeshow, and national and regional committee meetings; produces literature, promotional materials, technical publications, and directories; resolves problems, evaluates procedures and makes recommendations for public affairs issues; prepares reports and makes presentations; may oversee the department's internet, intranet, and social media content; may coordinates the activities, scheduling, recruitment, and training of personnel and volunteers; may serves as a liaison on issues with the community, tenants, businesses, and other City staff; performs related duties as required.

**REQUIREMENTS TO FILE:**

Applicants **MUST** meet the requirements below:

- Bachelor's degree in Public Administration, Public Relations, or closely related field **(proof required)\***

**AND**

- Two years of experience in public affairs/public information.

Experience offering specific and substantial preparation for the duties of the position may be substituted for the required education on a year-for-year basis.

**Additional Requirements to File include:**

- Knowledge and experience with word processing, presentation, and spreadsheet software;
- Knowledge and experience with digital communications platforms;
- Ability to deal tactfully and effectively with the public;
- Ability to comprehend written technical material relating to departmental operations;
- Ability to effectively communicate orally and in writing;
- Ability to work irregular hours, evenings, weekends, and holidays as needed;
- A valid motor vehicle operator's license and a current DMV driving record must be submitted to the hiring department at time of selection interview;
- Positions in the Airport Department require the ability to pass the airfield operations written and practical driving examinations within the probationary period;

**FINAL**

- Positions in the Airport and Police Departments require successful completion of a comprehensive background investigation which may include a review of employment history, criminal conviction record, use of intoxicants and/or other controlled substances and any other factors relevant to suitability of employment.

**\*Required documents, such as transcripts or degree, must be uploaded to the online application at the time of filing. Any proofs submitted must contain either the applicant's name or other identifying characteristic on the form. Degree and transcripts must indicate field of study and conferred date. Candidates who possess degrees from colleges or universities from outside the United States must attach proof of educational equivalency at the time of filing.**

**EXAMINATION WEIGHTS:**

Application Packet .....Qualifying

This selection procedure will be conducted using a non-competitive process, which means applications are evaluated based on training, experience, education, or certificates. There is no examination. This is a continuous eligible list, which means all applicants meeting the minimum requirements to file will be placed on the eligible list. Applicants receiving Veteran's Credit will be placed on the eligible list first and then in the order in which applications were filed. The continuous eligible list will expire in six months.

**If you have not received notification of the status of your application by January 31, 2020, please contact the Civil Service Department at (562) 570-6202.**

In support of the City's Language Access Policy, bilingual skills (Spanish, Khmer, or Tagalog) are desirable for some positions interacting with the public.



This information is available in an alternative format by request at (562) 570-6202. If special accommodation is desired, please contact the Civil Service Department two (2) business days prior to the test at (562) 570-6202. For hearing impaired, call (562) 570-6638.  
An Equal Opportunity Employer.