



City of Irving Job Description

Inspections Customer Service Supervisor

FLSA Status:	Non-Exempt	Job Department:	Inspections
Job Code:	12122	Reports To (Job Title):	Assistant Building Official - Development Coordinator

PURPOSE

Support the city Strategic Plan “Customer Service” strategy by leading the Development Services division customer service triad: public counter, telephones, and e-commerce. Supervise the permit specialist staff and perform related tasks necessary to maintain support of the City’s Strategic Plan customer service strategy.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Supervise Permit Specialists in assigned tasks to sustain 5 minute [single trade permit] public counter cycle-time and 18 second telephone response with an exceptional level of customer satisfaction and with superior process accuracy.
- Monitor key e-commerce program functions including TrakIt, EtrakIt, IVR, and OnBase; and assist in trouble-shooting problems with the Information Technology Department.
- Oversee permit services, open records, quality control, and monitor processes and work flow.
- Recommend and implement changes in processes to improve operations and the level of service provided to citizens.
- Resolve both internal and external customer concerns and conflicts.
- Review bi-weekly payroll for Permit Specialists.
- Coordinate customer utility connections with Atmos Gas and Oncor Electric.
- Oversee and ensure the integrity of cash handling processes, including collection of fees; Maintain security of monies, balance tills daily, and research payment inquiries.

OTHER DUTIES AND RESPONSIBILITIES

- Perform plan review and inspections for signs, fences, and dumpster enclosures.
- Work closely with Planning & Zoning and Code Enforcement on resolving issues, complaints, and concerns for signs, fences, and dumpster enclosures; as well as, assist with Special Sign Plans, Sign Variances, and Special Fence Plans.
- Process all department refunds and serves as a backup to the department payroll coordinator.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 3-10 employees.

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 15 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Coordinates with customers to ensure that all payments for permits are made by using either EtrakIt, IVR, mail, or in person. Financial payments will be for Inspections, Fire, and Code Enforcement departments, as well as, the Planning division. Infrequently, permit payments can be as high as \$250,000.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to the completion of an Associate's degree.

EXPERIENCE

- A minimum of four (4) years of related experience, which should include lead, as well as organizational or technical experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, state-issued driver's license, or ability to obtain upon hire, may be required.
- International Code Council (ICC) Permit Technician certification, or obtain within six (6) months of hire.

KNOWLEDGE OF

- Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation, and discipline.
- Effective methods of workflow management.
- Customer Service Management: Principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.
- Training and Oversight: How to monitor work unit to answer phones within 18 seconds, ensure quality control, and turnaround single trade permits at the counter within five minutes; How to train employees to ensure key performance indicators are met.

- Technical: Basic construction practices, blueprint reading, and terminology, including electrical, mechanical, and plumbing in order to have conversations with contractors, architects, and engineers.
- Record Keeping: Principles and practices for collection and recording of information for use in report presentations, open records, data recovery, and plan retrieval.
- Basic cash handling principles.

SKILLS AND ABILITIES IN

- Training & Direction: Effectively guiding and critiquing adult learners.
- Interpreting Ordinances and Documents: Interpreting ordinances in order to provide customers with accurate information.
- Technical Comprehension: Reading and interpreting construction documents such as site plans and elevation drawings.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand concepts in order to rectify issues with projects.
- Composure under Duress: Remaining composed and making sound decisions during stressful or sensitive circumstances.
- Functional Supervision: Motivating, developing, and directing people as they work.
- Maintaining Current Knowledge: Reading, analyzing, and interpreting general business periodicals, professional journals, technical procedures, or governmental regulations, which includes staying abreast of current laws, ordinances, and policies.

GUIDANCE RECEIVED

Priorities and Policies

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

Interacts daily with contractors, homeowners, and citizens; as well as, employees from Planning & Zoning, Traffic & Transportation, and Code Enforcement. On occasion there will be interaction with the Fire Department, architects, engineers, boards and commissions, Texas Department of Licensing and Regulation, Texas Board of Professional Engineers, Texas Board of Architectural Examiners, International Code Council, Las Colinas Association, Valley Ranch Association, Dallas County Utility and Reclamation District, Dallas County Appraisal District, US Post Office, and Tarrant County 911.

EQUIPMENT AND PROPERTY

Includes, but not limited to, computers, phones, copiers, fax machines, printers, scanners, large format scanners, plotters, cell phones, architect's and engineer's scales, department specific software applications, and city vehicles.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee is constantly required to balance, carry, climb, grasp, handle, feel, kneel, pull, push, reach, see, sit, smell, stand, stoop, talk, and walk. On occasion, s/he will be required to lift up to 50 lbs; as well as, drive a city vehicle.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The employee is occasionally exposed to a high stress environment. The noise level is usually moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.