



Building Services Analyst

Department/Division:	Community Development
Reports To:	Building Official
Provides Support To:	Building Inspection & Permits Staff
Bargaining Unit:	Mid-Management Employee Association (MBMEA)
Exemption Status:	Exempt
Employment Status:	At-Will
Date Prepared:	April 2, 2018
Date Revised:	N/A

GENERAL PURPOSE

Under general direction, coordinates, performs, oversees, administers and monitors systems, software programs, practices and customer service standards related to the building and permits process; analyzes and monitors workflow and customer service; coordinates professional, technical and administrative functions in support of department and division services; and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Building Services Analyst provides analytical and professional support to the Building Official. The Building Services Analyst is distinguished from other Permit and Building Inspection staff as the incumbent organizes, oversees and directs day-to-day activities of Building and Permit public counter and staff.

ESSENTIAL FUNCTIONS

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the class.

1. Supervises, organizes and monitors the daily operation of the permit counter and permitting software, which provides services related to the issuance of permits; the review, processing, inspection coordination, coordination with other divisions and departments, and maintenance of plans and related documents; and providing customer service standards.
2. Performs simple plan reviews and assists in the review of submitted construction drawings; reviews documents and records for accuracy and completeness; and ensures compliance with City codes, other City departments' rules and regulations.
3. Assists and participates in the development, evaluation, revision, and update of policies and procedures, codes, and related permit and development requirements; and of programs designed to improve the quality, accuracy, efficiency and effectiveness.

4. Ensures permit processing deadlines are met; develops and administers policies and procedures for processing, recording, storage, location and retrieval documents.
5. Reviews documents and records for accuracy and completeness; may be responsible for collection of fees on behalf of other municipal agencies and for other programs as they relate to permit issuance.
6. Enforces and ensures compliance with City codes, other City departments' rules and regulations and applicable County, State, and Federal laws and regulations.
7. Analyzes alternatives and makes recommendations in areas such as City practices, staffing, facilities, equipment use, costs, and other changes to improve services and compliance with regulations.
8. Researches, analyzes and drafts technical reports, articles, correspondence, and prepares supporting recommendations, including charts, graphs, maps, and technical exhibits that are used for major departmental/division reports.
9. Participates in developing and administering departmental or City budgets, including researching practices, specifications, and requirements, and determining appropriate funding and expenditure levels.
10. Provides information; receives and responds to inquiries, problems, and complaints in a timely manner; and handles difficult and complex administrative problems referred by employees.
11. Compiles and analyzes data and reports on customer service statistics and ensures customer service meets goals and expectations.
12. Schedules, assigns, trains, and assists in the evaluations of staff; participates in the selection of staff; counsels, commends, and recommends disciplinary action; and provides and/or conducts employee training.
13. Ensures that staff meet the department's customer service objectives, standards and goals and follow division and department policies and procedures; conducts performance evaluations.
14. Attends and participates in meetings; meets and confers with division staff and other departments for system maintenance and updates, to convey information, resolves problems, and to discuss and clarify new and/or established policies, procedures and practices.
15. May serve as department/division representative to City committees, commissions and/or community groups.
16. Performs other related duties as assigned.

QUALIFICATIONS GUIDELINES

Knowledge of: Local, state and federal laws and regulations relating to building permit processing; basic construction methods and technical terms; principles, practices and procedures related to processing planning and building permits; pertinent building codes and City policies and procedures regarding code implementation; fee structures and collection methods; principles, practices and methods of administrative and organizational analysis; program evaluation methods; budgeting practices; project management techniques; computer systems and their application to permit processing; effective customer service and conflict-resolution techniques; principles and procedures or record-keeping and records management; and principles and practices of effective supervision and staff development.

Ability to: Conduct research and analyze laws, regulations, contracts, policies, and standards related to building permit and construction processing; administer and participate in surveys; draft and present study findings and conclusions; plan, organize and effectively supervise building and permit processing operations; develop, evaluate, and recommend improvement to customer services delivery and various programs; assign, review, and supervise the work activities of staff; communicate effectively both orally and in writing; develop, recommend, and implement policies and procedures; use a computer and software applications used in building and permit processing; develop and implement new procedures and technology; organize and prioritize tasks to meet deadlines; operate modern office equipment and computer hardware and use word processing, spreadsheets and other applications software; establish and maintain effectively working relationship with the public, other City employees and other encountered in the course of work.

Education/Training/Experience:

A Bachelor's degree with course work in public administration, business administration, construction management, construction technology, architecture, planning, engineering or a related field is required. Two (2) years of responsible analytical and professional experience involving analysis, report preparation, administrative studies, and progressive responsibility in building and permit processing.

Licenses/Certificates/Special Requirements:

A valid Class C California driver's license and acceptable driving record is required.

In accordance with California Government Code Section 3100, City of Manhattan Beach employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, the employee is frequently required to sit and occasionally stand and walk. The employee must be able to use hands to finger, handle, feel or operate computer hardware and standard office equipment; and reach with hands and arms above and below shoulder level. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry and move records weighing up to 25 pounds. Sensory demands include the ability to see, talk, and hear.

Mental Demands

While performing the duties of this class, the employee is regularly required to use oral and written communication skills; read and interpret data and interpret rules and regulations; analyze and solve problems; establish priorities and work on multiple assignments and projects concurrently; and interact appropriately with staff, general public, and others in the course of work.

WORK ENVIRONMENT

The employee constantly works in a busy office environment with extensive public contact and constant interruptions. The noise level can be loud to normal.