



We invite applications for the position of:
PERMIT CENTER SUPERVISOR
\$10,644 - \$12,695 MONTHLY SALARY
Plus a comprehensive benefits package

The City of San Mateo Community Development Department is looking for a Permit Center Supervisor

Why Join our Department?

The Community Development Department, also known as CDD, is organized into four core divisions — Planning, Building, Code Enforcement, and Housing. CDD has broad responsibilities including, but not limited to, long-range planning, review of applications for new developments, construction permitting and inspection, and implementation of the City's housing and code enforcement programs. You will be joining a talented team in a fast-paced, dynamic work environment dedicated to serving the San Mateo community. The Community Development Department's core function is to ensure a quality-built environment, healthy and safe neighborhoods, and a strong economic base in the City. Collaboration, innovation, respect, accountability, creativity, transparency, thoughtfulness, and informed risk-taking are attributes and competencies that we are seeking in the candidate.

Look to some of the reasons why the City of San Mateo is a great place to work, https://www.youtube.com/watch?v=GTIzeSpc_g

What You'll Do

The Permit Center Supervisor plans, organizes, supervises, coordinates and participates in the work of the Permit Center team assigned to assist customers with successfully interfacing with the City's planning, building, development, and permit processes. The position also provides technical expertise in building and zoning code administration and the development review processes. Duties may include, but are not limited to, the following:

- Plan, organize, and supervise the work of staff engaged in building permit issuance, development application review, and plan check activities.
- Provide direct oversight of all permit functions including proper coordination of all applications received; manage timely and proper routing of all submittals.
- Ensure that permits for construction and associated fees are processed in a timely manner and in accordance with established procedures, the uniform codes, state laws, and local ordinances governing land use development.
- Select and recommend appointment of personnel, monitor employee performance objectives, prepare and present employee performance reviews; provide or coordinate staff training; work with employees to correct deficiencies; establish and communicate Permit Center priorities, goals, and objectives.
- Coordinate activities and development reviews with other City departments and divisions, and with outside agencies as determined necessary.
- Ensure proper input and maintenance of all statistical permit processing data.
- Assist with general updates, maintenance and enhancements related to the City's permitting software.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications and establish policy and procedures; prepare various reports on operations and activities.

The Permit Center Supervisor receives general direction from the Deputy Building Official or higher level department personnel and exercises direct supervision over technical and support personnel.

For a complete list of duties, reference our job specifications at <https://www.cityofsanmateo.org/DocumentCenter/Home/Index/86c>

Who You Are

- An individual who possesses thorough **knowledge** of the principles and practices of design, construction, and scheduling involved in building and related development projects; processes and procedures of development and building plan review and permitting processes; building, mechanical, plumbing, energy and electrical codes, City codes and ordinances, and state laws concerning the development review system; principles and techniques of supervision, training and performance evaluation; practices and techniques of problem solving and conflict resolution; principles and techniques of project and workload planning; organization, policies and procedures of the department and the City; office and public counter practices, procedures, methods and equipment; and computer

technology for public record tracking and storage.

- An individual who possesses the **ability** to effectively manage assigned staff and operations; read, interpret, explain, and apply laws, regulations and codes; prioritize, coordinate, and assign work; monitor, evaluate and train staff; read and understand plans, specifications and blueprints; manage multiple projects and coordinate tasks with staff and other departments; establish and maintain effective working relationships with contractors, developers, architects, City staff and officials; deal tactfully and effectively with those encountered in the course of work; interact and communicate both orally and in writing with others in an effective manner; read, understand, interpret and apply rules and regulations; organize and maintain records; meet deadlines; work independently; write clear and accurate communications; operate modern office equipment; maintain physical condition appropriate to the performance of assigned duties and responsibilities; which may include walking, standing or sitting for extended periods; and operating assigned equipment and vehicles; strong communication (verbal and written) skills to engage with others and to assimilate and understand information in a manner consistent with the essential job functions; and make sound decisions in a manner consistent with the essential job functions.

What You Bring

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- You possess five years of increasingly responsible experience working in building permitting, land development, planning, building inspection or construction management, including two years in a supervisory or lead role.
- You possess the equivalent to completion of the twelfth grade, supplemented by college level coursework in management, architecture, construction, civil engineering, planning, or a related field.

License or Certificate:

- Possession of, or ability to obtain, a valid State of California driver's license and appropriate license classification as required upon appointment.
- Possession of or ability to obtain a plans examiner certificate and permit technician certificate from International Code Council or equivalent within the first 12 months of employment.

Bonus Points (*highly desirable*)

- Previous work at a fast-paced Planning, Building, and Public Works Permit Center counter
- Ability to multi-task
- Ability to identify and resolve complex issues with tact and sensitivity
- Dedication to continuous learning and systems improvements
- Values accountability, quality assurance and effective customer service
- Highly organized
- Ability to effectively prioritize and delegate/complete work in a timely manner
- Ability to communicate clearly and effectively verbally and in writing
- Efficiency-minded
- Proficient in utilizing EnerGov (EP&L) or other permitting software/database

What We Offer

- **Salary:** \$10,644 - \$12,695/month
- Comprehensive benefits package including generous paid leave and health benefits
- CalPERS retirement (2% @ 55 for classic members; 2% @ 62 for new members). Classic employees contribute 8.34% to CalPERS and New members contribute 7.50% to CalPERS
- Participation in the Social Security Program
- City contribution of 1.5% of base salary to a 457 Deferred Compensation Plan, and a 1.0% match to the Employee's voluntary contribution.
- The City contributes 0.25% of base salary to a Retiree Health Savings Account
- Employee housing loan up to \$7,500 for home purchase or rental move-in assistance in the City of San Mateo
- Free Fitness classes through City of San Mateo Parks and Recreation
- Credit Union Membership
- Bilingual Differential \$195 monthly (if applicable)
- This classification is represented by the San Mateo Management Association. For more information, please refer to the [Management Association's Benefits Summary](#) effective September 2024.

Are You Ready? Apply.

Submit an online application, *résumé*, (*required*) and supplemental questionnaire at www.calopps.org or to the Human Resources Department, City of San Mateo, 330 W. 20th Avenue, San Mateo, CA 94403, (650) 522-7260.

Application Deadline

Recruitment will close on **July 6, 2025, at 5 p.m.**

Examination Process

All applications, *résumés* (*required*) and responses to supplemental questions received will be reviewed for minimum qualifications. A fully completed application is required; a resume does not replace the information required on the employment application, including work history. Applications with "see *résumé*" as a substitution for the work experience description, those with none or unclear current/past employment information, or those with insufficient information to evaluate possession of minimum qualifications will not be considered; missing information cannot be assumed. A limited number of the most highly qualified applicants will be invited to participate in the examination process, which may consist of an oral panel interview, written exercise, or in the form of a practical demonstration of skill and ability, or any combination of these; **a Zoom oral panel interview is tentatively scheduled for July 23, 2025.**

An employment list will be established from those who pass the examination process. Current and future vacancies may be filled from this list. The list will remain in effect for at least six months with the possibility of an extension for an additional six months. Once placed on an employment list, and at the time a vacancy occurs, eligible candidates may be contacted by the hiring department and scheduled for additional department interviews.

Date Posted – June 16, 2025

Note: The City of San Mateo reserves the right, at its discretion, to limit the number of qualified candidates invited to the selection process. ALL RESPONSES WILL BE CONDUCTED VIA THE EMAIL ADDRESS PROVIDED IN YOUR ONLINE APPLICATION. Therefore, it is imperative that you provide an email address to which you have access, and it is recommended that you frequently check your email for notices from: sanmateo@CalOpps.org

Fine Print

Prior to hire, candidates will be required to successfully complete a pre-employment process, including a driving record review, reference check, and Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) background checks. A conviction history will not necessarily disqualify an applicant from appointment.

The policy of the City of San Mateo is to grant equal employment opportunity to all qualified persons without regard to race, color, sex, age, religion, ancestry, physical or mental disability, sexual preference, marital status, or national origin. It is the intent and desire of the City of San Mateo that equal employment opportunity will be provided in recruiting, hiring, training, promoting, wages, benefits, and all other privileges, terms and conditions of employment.

In compliance with the Americans with Disabilities Act, applicants requiring accommodations for any part of the testing or recruitment process must notify lcoles@cityofsanmateo.org or (650) 522-7264 seven (7) days in advance of the deadline for the part of the process requiring accommodations. Do not upload any documents related to your request for accommodation in CalOpps. The City of San Mateo complies with employment provisions of the Americans with Disabilities Act.

CITY OF SAN MATEO
Permit Center Supervisor

Supplemental Questionnaire

Please provide answers to the following questions, limiting your response to one (1) page each. Responses to the supplemental questions will be used in the selection process. Usage of Artificial Intelligence (AI) software (e.g., ChatGPT) is not acceptable. Neatness, clarity of expression, grammar, spelling, and ability to follow instructions will be considered in evaluating your responses. Failure to answer the questions will result in an incomplete application packet and your application will not be considered for the position; do not put "see resume" or copy parts of resume/work duties as a response. (Questionnaire responses must be submitted with the employment application.)

1. Please provide, in a cover letter format, an introduction to yourself, your applicable professional experience, and your interest in this position and working for the City of San Mateo.
2. Briefly describe your customer service philosophy and indicate the aspects of customer service which are most important to you. Describe techniques you have used to aid you/your team in providing high quality customer service. What are some of the obstacles you have encountered in providing effective customer service and how have you overcome them?
3. Briefly describe a challenge you have faced in your role as a lead or supervisor and explain how you identified the issue and developed a strategy to address the problem. What was the outcome and what did you learn from it?
4. Briefly describe an experience when you were tasked with evaluating, modifying and/or developing a program or system needed in order to aid your team in improving efficiency and/or streamlining a process. What steps did you take to identify the need, develop a plan to address the need, and to implement the plan? What lessons did you learn?