

*Anise Miller*  
*Human Resource Generalist*  
*Department of Human Resources*  
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**City of Chester**  
**Job Posting**

**Position Title:** Permit Service Manager  
**Organization Unit:** Licenses and Inspections  
**Reports to:** Building Code Official  
**Status:** Full-time, Non-Bargaining Unit  
**Hours:** M-F, 9:00am – 4:30pm  
**Posting Period:** April 10, 2023– April 21, 2023  
**Salary:** \$40,000.00-46,500.00  
**Benefits:** Medical, Vision, Dental, & Life

**Summary:** The Permit Services Manager plans and coordinates the issuance of permits for various purposes. Work of this class involves supervising office support personnel.

Incumbents receive general supervision from an administrative superior. Employees in this class work a conventional workweek and work is performed in an office where working conditions are normal.

**Duties Include but Are not Limited to:**

1. Supervises the processing and issuing of permits for various purposes within the Department of Licenses and Inspections and the Department of Planning.
2. Supervises the maintenance of permit logs and records.
3. Oversees the collection and deposit of fees generated by permit requests; maintains records and revenue statements.
4. Prepares correspondence regarding permit matters.
5. Supervises employees in the issuance of permits: plans, assigns and reviews work; trains new employees; prepares performance reports, identifying deficiencies and ensuring corrective action; counsel's employees with grievances; interviews and selects new employees.
6. Develops and revises procedures to improve efficiency and increase revenues in the area of licenses and inspections and planning.
7. Answers inquiries regarding permit requirements in the area of licenses and inspections and planning, and investigates and resolves problems.
8. Maintains customer satisfaction by providing problems-solving resources.

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9. Answers customers' questions.
10. Performs related work as required.

**Required Knowledge, Skills and Abilities:**

1. Knowledge of office management practices and procedures in the area of licenses and inspections and planning.
2. Knowledge of permit structures and requirements in the area of licenses and inspections and planning.
3. Ability to effectively work with the general public and constituents.
4. Ability to establish and maintain effective working relationships with others.
5. Ability to deal with difficult citizens using effective problem-solving skills.
6. Ability to organize tasks and working environment in order to maximize efficiency with attention to customer service.
7. Ability to maintain records and prepare reports.
8. Ability to communicate effectively, orally and in writing.
9. Ability to problem solve.
10. Supervisory ability.

**Minimum Requirements:**

Residency- Must be a Chester resident.

Requirements – An associate's degree from an accredited college or university and four years of experience in office work, at least three of which must have been in processing permits, and at least two of which must have been supervising people.

Equivalencies - Equivalent combination of education, experience, and training that provides the required knowledge, skills, and abilities.

Licenses, Registrations and Certificates – Not Applicable.

**Physical Attributes/Demands:**

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Work requires the ability to sit, stand, bend, reach, and occasionally lift objects up to 15 lbs. The employee is occasionally required to stand, walk, and have manual dexterity with hands and fingers.

**Work Environment:**

Work is performed in normal office environment.

**CONTACT THE DEPARTMENT OF HUMAN RESOURCES AT 610-447-7700 ext. 7968 FOR A JOB APPLICATION OR DOWNLOAD FROM THE CHESTER CITY WEBSITE AT [WWW.CHESTERCITY.COM](http://WWW.CHESTERCITY.COM)**