



## EFFINGHAM COUNTY BOARD OF COMMISSIONERS

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| <b>Job Title: Process Manager</b>                   | <b>Job Code:</b>           |
| <b>Reports to: Director of Development Services</b> | <b>FLSA Status: Exempt</b> |
| <b>Department: Development Services</b>             | <b>Approved:</b>           |

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.

### **Purpose of Classification:**

Under limited administrative direction, is responsible for planning, managing, developing work rules, training, coordinating, and administering all activities of such staff positions as administration, citizen participation, research, and finance, and manages such personnel as are assigned to specific functions in the performance of the necessary duties. Performs other job-related duties as required. The desire and ability to work closely and cooperatively with all areas of Development Services to support a successful and holistic work environment.

### **Principal Duties and Responsibilities (Essential Functions\*\*):**

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

The Process Manager directly manages and oversees administrative, process, and technical functions in the daily operation of a portion of the Division's business licensing and permitting activities while ensuring compliance with applicable local ordinances and regulations.

Monitor and oversee functions and activities of the business licensing and permitting processing team which includes training, work assignments, performance evaluations, and development.

Manage day-to-day operations of various divisional licensing & permitting activities specifically as it relates to application acceptance, review & approval workflow, license/permit issuance, productivity as well as fiscal monitoring and reporting.

Manage and oversee the processing of applications for various licenses and permits.

### **Principal Duties and Responsibilities Continued (Essential Functions\*\*):**



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### **Principal Duties and Responsibilities Continued (Essential Functions\*\*):**

Reviews and ensures conformity and compliance to county standards and ordinances whereby all necessary information is provided on and/or with the application.

Monitor, manage, oversee and report on the approval workflow of applications for various licenses and permits in order to ensure licenses and permits are processed in a timely manner and promptly issued.

Monitor the performance of divisional licensing and permitting activities on a continuing basis, taking appropriate steps to improve its efficiency and effectiveness.

Provide reports on a regular basis, and as directed or requested, to keep the Department Director and/or County senior management informed of the operation and progress of the programs and processes.

Act as reviewer and evaluator to licensing and permitting processes for the Department in order to ensure that issues and concerns are being appropriately evaluated, investigated, and resolved.

Identify potential areas of process and fiscal vulnerability and risk, develop and implement corrective action plans for resolution of problematic issues, and provide general guidance on how to avoid or deal with similar situations in the future as it relates to licensing and permitting.

Become a subject matter expert on the Codified Ordinances related to the various licenses and permits issued and enforced by this Department.

Become a subject matter expert and advisor for use of licensing and permitting software.

Institute and maintain an effective outreach and communication program on licensing processes and requirements.

Conduct and attend meetings of various internal and external stakeholders as it relates to licensing and permitting process and specific projects.

Develop and periodically review and update the Standard Operating Procedures to ensure continuing currency and relevance in providing guidance to management and employees.



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### **Principal Duties and Responsibilities Continued (Essential Functions\*\*):**

Collaborate with other personnel within the Department and throughout the county in providing oversight and management of department workflows.

Work schedules, to include rotating shifts, hours of work and days off may be changed at any time at the discretion of the supervisor in order to fit the needs of the County.

Regular and routine attendance at work is required.

### **Additional Functions:**

Knowledge of County personnel policy.

Knowledge of Planning and Zoning theories and principles.

Knowledge of County budgeting and purchasing policies.

Knowledge of job-related computer applications.

Knowledge of modern office practices and procedures.

Knowledge of computers and other modern office equipment.

Skill in developing short- and long-range plans.

Skill in establishing priorities and organizing work.

Skill in public and interpersonal relations.

Skill in oral and written communication.

Provides assistance to other employees or departments as needed.

Performs other related duties as required.



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### **Minimum Qualifications:**

A High School Diploma or GED is required. A Bachelor's Degree is preferred. Four years of full time paid management or administrative experience is required. (Substitution: Two years of experience may substitute for each year of college education lacking.) Certified Permit Technician and/or ability to get within 6 months of employment. A valid State of Georgia Driver's License is required.

### **Performance Aptitudes:**

**Data Utilization:** Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

**Human Interaction:** Requires the ability to function in a managerial capacity for a division or organizational unit. Includes the ability to make decisions on procedural and technical levels.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

**Functional Reasoning:** Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory,



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judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

### **ADA COMPLIANCE:**

**Physical Ability:** Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

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