



CITY OF EUGENE

Building and Permit Services Division Manager





The Position

The City of Eugene is seeking an experienced, proactive, and collaborative leader to serve as the Building and Permit Services (BPS) Division Manager. Reporting directly to the Executive Director of the Planning and Development Department (PDD), this pivotal position leads the department's largest operational division and plays an essential role on both the PDD Leadership Team and across the organization in support of the City's housing, livability, and sustainable economic development goals. The Division Manager serves as a crucial leader in turning these priorities into reality by facilitating a diverse spectrum of housing and commercial development options for the community and creating economic prosperity.

Operating functionally with a division director's scope, the Division Manager leads a comprehensive municipal development services division that includes professional, technical, and front-line personnel. The division's core operational responsibilities encompass plan checking and building permit review and approval, field building inspections, business licensing, the rental housing program, comprehensive code compliance, and the daily administration and operations of the City's central Permit and Information Center (PIC). Strategically managing division resources, the position administers the enterprise fund budget, forecasts staffing needs, and evaluates program performance. The Division Manager leads workforce planning, training, and performance management within a union-represented environment, fostering constructive labor relations and embedding equity and inclusion principles to ensure services are accessible and responsive to all community members.

Serving as an operational bridge between executive leadership, City Council policies, and community development needs, the Division Manager provides technical and administrative counsel to the City Manager, City Council, and advisory bodies. The role oversees high-volume operational workflows and triage, balancing customer expectations for timeliness with unwavering safety standards while safeguarding review queues so major projects do not delay standard permits. The leader regularly engages with industry groups and the public, resolves sensitive inquiries, and facilitates collaborative problem-solving between applicants and staff.

The Division Manager coordinates work planning and process mapping across Planning and Development, Public Works, Fire/EMS, and Information System Services (ISD) to deliver a predictable and efficient development review process.

Priorities

As a key member of the Planning and Development leadership team, the Building and Permit Services Division Manager will help shape the future of one of Eugene's most visible and impactful divisions. Building on a strong foundation of service, technical expertise, and innovation, the next division manager will focus on the following strategic priorities:

- Build trust, strengthen relationships, and foster organizational alignment across the BPS Division leadership team by connecting the Building Official and section leaders to promote collaboration, shared accountability, and effective cross-divisional partnerships.
- Serve as a strategic partner on complex community and organizational priorities, collaborating across departments including key partners in Planning and Development, Public Works, Fire/EMS, and Information System Services to deliver a predictable and efficient development review process.
- Evaluate and enhance organizational effectiveness by assessing service delivery models, organizational structure, decision-making processes, and operational practices. Lead the division through high priority initiatives such as modernizing code compliance operations, expanding and leveraging technology solutions, and ensure greater clarity, efficiency, accountability, and collaboration.
- Develop and empower the workforce through leadership development, succession planning, supervisory training, and employee engagement. Foster a culture that values continuous learning, innovation, accountability, and professional growth while ensuring staff feel supported, valued, and connected to the division's mission.

The Successful Candidate

The ideal candidate is an authentic, forward-thinking, and operationally grounded leader who pairs executive presence with extensive experience in leading technical and operational teams in complex service delivery to the community. Bringing a people-centered perspective to empower teams and cultivate a supportive, high-trust workplace culture centered on mutual accountability, collaboration, open communication and excellent community service. As an innovative and resourceful problem solver the next Division Manager brings expertise in regulatory code enforcement and operational business management while understanding how to balance regulatory compliance and customer expectations.

A skilled collaborator and consensus builder, the ideal candidate brings strong political acumen, diplomatic advocacy, and the confidence to articulate operational realities and sound technical standards while navigating stakeholder input and leading innovation where possible. Experience navigating collective bargaining agreements and leading union-represented operational workgroups and a demonstrated track record of building positive, productive labor-management relations is essential.

The Division Manager is a proactive systems thinker who embraces continuous technological improvement, specifically in guiding enterprise workflows and collaborating with technical teams to enhance proprietary systems. The ideal candidate thrives in a dynamic, high-volume environment and builds credibility through transparent interactions and consistent follow-through.

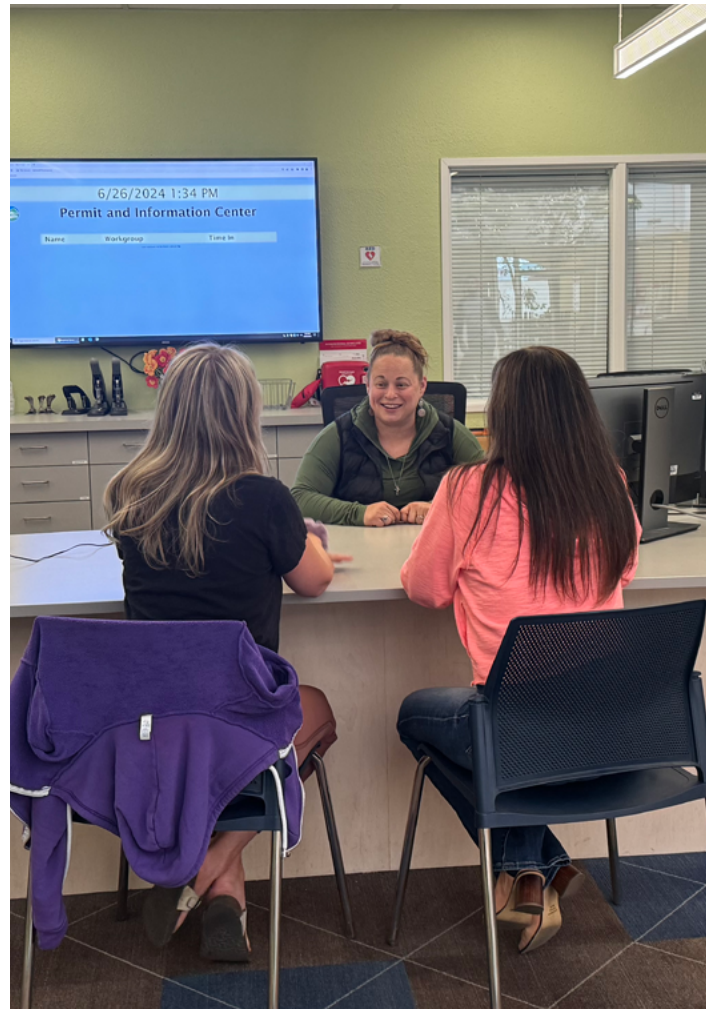


Qualifications

At least six years of professional experience in the design, construction, and inspection of public, commercial, industrial, and residential buildings, or planning and development, including at least three years of supervisory responsibility. Demonstrated ability to lead complex operational permitting and inspection functions is essential. Experience overseeing multidisciplinary teams across plan review, field inspection, customer service, and code compliance in a medium-to-large jurisdiction is highly desirable, as is five or more years of experience managing large groups or teams.

Equivalent to a bachelor's degree from an accredited college or university in architecture, civil engineering, public administration, business administration, or a closely related field is required. Practical familiarity with Oregon or Pacific Northwest land use, statutory codes, and municipal frameworks is highly preferred. Any combination of experience and training that is likely to provide the required knowledge and abilities qualifies.

The City of Eugene is committed to a respectful work environment. We value the cultural, educational, and life experiences of each employee. We believe that a diverse workforce enables us to deliver culturally responsive services to all members of our community. As part of our commitment to diversity, equity, and inclusion, we desire to welcome, respect, and create a sense of belonging for a wide range of identities and experiences in our workforce. Women, people with disabilities, and persons of color are strongly encouraged to apply.



Inside The City of Eugene

The City of Eugene is a home rule charter City with a council-manager form of government. The Mayor serves as the City's political head and chair of the eight-member Council. The City Manager runs the day-to-day operations of Eugene's government, oversees City departments, manages the City's budget, and implements City Council policies.

The 2025-2027 adopted budget of \$1.9 billion reflects the City's strategic priorities, fiscal stewardship, and responsiveness to community needs. With over 1600 full-time equivalent employees, Eugene provides a wide range of services through six departments: Central Services; Fire and Emergency Medical Services; Library, Recreation and Cultural Services; Planning and Development; Police; and Public Works. The City's work is guided by the following vision and values:

- We are all Eugene.
- We value all people, encouraging respect and appreciation for diversity, equity, justice, accessibility, and well-being. We recognize and appreciate our differences and embrace our common humanity as a source of our strength.
- We are responsible stewards of our physical assets and natural resources. We will sustain our clean air and water, beautiful parks and open spaces, livable and safe neighborhoods, and foster a thriving downtown, including stable and accessible infrastructure.
- We encourage a strong, safe, sustainable, and vibrant economy, fully utilizing our educational and cultural assets.
- We listen to, serve, and include all who live, work, and play here, seeking ways to foster unity and stronger connections across Eugene. We respond and take actions so that every person has an opportunity to thrive in Eugene.

The Building and Permit Services Division

The Building and Permit Services Division resides within the City of Eugene's Planning and Development Department (PDD), comprising 72 authorized positions distributed across three major operational sections and specialized technical workgroups. The BPS Division is self-sustaining, funded entirely through dedicated enterprise permit fees (Fund 151) separate from the City's general fund. PDD comprises four interconnected divisions: Building and Permit Services, Community Development, Planning, and Administration and Curbside Services. PDD staff work creatively and collaboratively to address the daily needs of customers and the community, leading efforts on urgent community priorities including housing production, homelessness response, downtown vitality, livability, economic development, and comprehensive community planning. This role serves as a key contributing member of the PDD Leadership Team alongside the Executive Director, fellow division leaders, the Communications & Engagement Manager, and the PDD Executive Assistant.

While Eugene is a vibrant mid-sized city of approximately 176,000 residents, it presents the architectural ambition, structural scale, and sophisticated development opportunities of a major metropolitan hub. Over recent years, BPS has partnered closely with developers, public agencies, and higher education institutions on landmark, architecturally advanced structures. Notable achievements include the world-renowned Hayward Field track and field stadium, Matthew Knight Arena, the Phil and Penny Knight Campus for Accelerating Scientific Impact, the Downtown Riverfront Redevelopment, and numerous 10+ story residential towers. In the coming months and years, the division will steer review and inspection pipelines for transformative public and private investments, such as the University of Oregon's state-of-the-art indoor practice facility, ongoing downtown investments, and the historic redevelopment of the Eugene Steam Plant.

The BPS workplace culture is defined by hard-working, technically proficient staff who take pride in being "Community Builders" shaping Eugene's physical infrastructure and growth. The division demonstrates remarkable operational resilience, having maintained continuous permitting operations through major disruptions and successfully facilitated world-class sports, scientific, and residential complexes. Frontline supervisors work collaboratively and support one another during periods of high workload. The division fosters a welcoming and supportive workplace culture built on strong relationships, trust, and camaraderie.



The Community

Nestled in the southern Willamette Valley, Eugene is Oregon's second-largest city and a vibrant community known for its natural beauty, innovation, and exceptional quality of life. Home to just over 176,000 residents, Eugene offers the amenities of a larger metropolitan area while maintaining a strong sense of community and connection. Residents enjoy easy access to rivers, parks, forests, and outdoor recreation, with the Pacific Coast, Cascade Mountains, and Oregon wine country all within a short drive.

Eugene is widely recognized as a center for education, culture, and innovation. Home to the University of Oregon, the City benefits from a dynamic university community that contributes to a thriving arts, research, entrepreneurship, and innovation ecosystem. The community is also known for its vibrant arts and performing arts scene, diverse cultural offerings, and a strong spirit of creativity that helps define Eugene's unique identity. The City's economy is supported by a diverse mix of industries, including education, healthcare, technology, manufacturing, sports product design, and sustainable business development.

Known nationally as "TrackTown USA," Eugene has a rich tradition of athletic excellence and community engagement. Residents embrace an active lifestyle supported by an extensive network of parks, trails, riverfront amenities, natural areas, and multimodal transportation systems. The community places a high value on environmental stewardship, sustainability, climate action, and thoughtful community planning, creating a culture that is engaged, forward-thinking, and committed to preserving Eugene's unique character while preparing for the future.

Eugene is a community that values collaboration, civic participation, and meaningful public dialogue. Residents are passionate about local issues and actively engaged in shaping the City's future, creating an environment where innovation, partnership, and public service can thrive. For leaders who enjoy building relationships, navigating complex challenges, and making a lasting impact, Eugene offers a unique opportunity to serve a community that is deeply connected to its values and committed to creating a vibrant, resilient, and sustainable future for generations to come.



Compensation and Benefits

The salary range for the Building and Permit Services Division Manager is \$132,683 - \$179,088. The City of Eugene is committed to supporting employee well-being through a holistic approach that recognizes the connection between work, home, and community life. Because well-being extends beyond the workplace, the City offers a variety of programs, resources, and benefits designed to support employees both professionally and personally. For more information about benefits, visit: [Benefits at a Glance](#).



How to Apply

Applications will be accepted electronically by Raftelis at raftelis.com. Applicants complete a brief online form and are prompted to provide a cover letter and resume. The position is open until filled. For full consideration, please apply by **November 16, 2026**.



Questions

For more information or questions regarding the City of Eugene or the Building and Permit Services Division Manager position, please contact Robert Colichio at rcolichio@raftelis.com.