

DEVELOPMENT SERVICES MANAGER

DEFINITION

To plan, organize, administer and direct the activities of various Development Services programs, teams, and special projects; direct and coordinate the activities of assigned divisions; serve as development customer ombudsman; support management in planning, directing, and reviewing the activities and operations of the Development Services department; provide highly complex staff assistance to the Development Services Director.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from assigned manager.

Exercises direct supervision over assigned management, supervisory, professional, technical or administrative support personnel.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Develop and implement divisional goals, objectives, policies and procedures.

Plan, organize and direct a variety of activities related to organizational, staffing and operational issues affecting the Development Services department; collect and analyze data, make recommendations, evaluate alternatives and prepare reports.

Direct, oversee and participate in the creation of various department work plans; oversee and monitor the work of members of various work groups and divisions within the Development Services department assigned to provide services associated with assigned projects; assign work activities, projects and programs; monitor work flow; review and evaluate work projects, methods and procedures.

Supervise and assist in preparation of assigned budgets; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.

Act as liaison and provide staff support to assigned committees, including research of special issues, problems and procedures, resulting in various reports and presentation to the Development Services Director, City Manager and City Council.

Represent the department at a variety of interdepartmental and intergovernmental meetings; coordinate and facilitate meeting activities; serve as liaison and provide staff assistance.

Coordinate the review and analysis of State and Federal legislation; examine its effects on the department; recommend City position to the Development Services Director; prepare recommendations for changes in processes and policies in response to legislative changes.

Receive, research and respond to inquiries, questions and complaints from the public in support

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of the Development Services Department.

Represent the City to outside agencies and organizations; participate in outside and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical and administrative reports; prepare written correspondence.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of planning, building, engineering and municipal services.

Principles and practices of leadership, motivation, team building and conflict resolution.

Pertinent local, State and Federal laws, rules and regulations.

Principles and practices of budget preparation and administration.

Advanced methods of report preparation and presentation.

Methods of development monitoring, tracking and compliance.

Public relations practices and techniques.

Principles of project management. Methods of negotiation.

Principles and practices of organizational analysis and administration.

Methods of contract development and administration.

Principles and practices of supervision, training and personnel management.

Ability to:

Plan, direct and control the administration and operations of assigned divisions, and/or teams.

On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various rules and procedures; and

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explain and interpret policy.

On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Perform the most complex duties related to the development, coordination, and implementation of department programs and projects.

Develop, coordinate, and administer complex department programs, projects, policies, and procedures.

Gain cooperation through discussion and persuasion.

Prepare and present information to City management and outside agencies and organizations. Effectively respond to requests from the Development Services Director, City Manager's Office, City departments, and other interest groups in a timely manner.

Successfully develop, control and administer assigned budget and expenditures.

Interpret and apply various laws, rules, regulations and policies.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Communicate clearly and concisely, both orally and in writing.

Supervise, train and evaluate assigned personnel.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

Five years of increasingly responsible experience in municipal services, preferably in community development, including three years of administrative and management responsibility.

Training:

A Bachelor's degree from an accredited college or university, preferably in

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planning, geography, business administration, public administration, or a related field.

License or Certificate

Possession of a valid California driver's license by date of appointment.

05-07-19

02-06-19

10-31-15 Development Services Manager