

DEVELOPMENT SERVICES ADMINISTRATOR

DEFINITION

To plan, organize and direct the development and implementation of business services activities within the Development Services Department; to coordinate technical services activities with other City division and/or departments; and to provide highly responsible technical support to the Development Services Manager.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Development Services Manager.

Exercises direct supervision over assigned management, professional and technical personnel.

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

Recommend and implement goals and objectives, establish performance standards and methods for the business services activities; develop and implement policies and procedures.

Plan, develop and oversee the work of staff involved in business services activities related to management of: citywide addressing; citywide development permitting and electronic plan review system; development and land-use related documents and web content; citywide development activity reporting; development-related GIS and mapping support; Development Services Department business solutions and process improvements; and staff support and customer service.

Evaluate business needs and operations and recommend and implement technology improvements and modifications to streamline and/or automate activities; prepare reports on operations and activities.

Oversee and coordinate the design, implementation, maintenance and administration of the enterprise permitting system; coordinate with the Information Technology Department to ensure effective integration of Development Services information systems.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for compliance activities; monitor and control expenditures.

Participate in the selection of staff; coordinate staff training; conduct performance evaluations; recommend discipline; implement discipline procedures as directed.

Manage and participate in a variety of special projects; collect and analyze data; prepare and present findings and recommendations.

Perform legislative monitoring for its impact on business services activities and operations.

Prepare and present reports and information to the City Council and commissions.

Participate in and manage a variety of special projects; collect and analyze quantitative and qualitative data; prepare and present findings and recommendations.

Oversee and coordinate the design, implementation, maintenance, and administration of the City enterprise permitting system, including related automated systems; coordinate with the City's information technology staff to ensure effective integration of Development Services information systems.

Participate in the design, implementation, and control of automated permitting, reporting, and mapping systems.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

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 associated with the development and implementation of solutions that support and improve business operations as it relates to development.

Principles and practices of technology solutions, electronic mapping techniques and design, and automated permitting and reporting systems.

Pertinent local, state and federal rules, regulations and laws.

Modern office procedures, methods and computer equipment.

Principles and practices of research analysis and management.

Complex database administration.

Principles and practices of system application development, maintenance and support.

Principles of project management and business analysis.

Principles of budget monitoring.

Principles and practices of supervision, training and performance evaluation.

Principles and work safety.

Ability to:

Organize, implement, and direct the business services support operations and activities of the Development Services Department.

On a continuous basis, analyze budget and technical reports, interpret and evaluate staff reports; read and interpret complex laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various rules and procedures; and 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; use telephone, and communicate through written means.

Interpret and explain pertinent business services, departmental, and City policies and procedures.

Manage projects effectively.

Problem solve complex operational and technological issues.

Develop and monitor an assigned program budget.

Develop and recommend policies and procedures related to assigned operations.

Establish and maintain effective working relationships with those contacted in the course of work including subordinates, peers, senior management, elected officials, community groups and the general public.

Communicate clearly and concisely, both orally and in writing. Supervise, train and evaluate assigned staff.

Experience and Training

Experience:

Five years of increasingly responsible experience identifying, developing and implementing technological business solutions, preferably in an urban planning environment, including two years of supervisory responsibility.

AND

Training:

A Bachelor's degree from an accredited college or university, preferably in geography, information system, GIS, computer science or related field.

License or Certificate

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

07-30-19

12-20-17 Development Services Administrator