CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Planning Development Services Manager** **E-PLAN**
SG:E2-15
DEPARTMENT: **Planning and Community Development** **CS:N**
FLSA:N
EEO4CODE:OA

JOB SUMMARY:

The Development Services Manager (DSM) manages the Development Services Division of the Planning and Community Development Department, including the Building Services Division, the City's coordinated Permit Center, and land use and natural resource permitting. The Development Services Manager oversees the daily land use and building permitting operations of the City and develops and implements efficient permitting policies, plans and procedures. The DSM develops the current planning and Building Services yearly work program and operating budget. The DSM supervises professional and technical staff, provides leadership and direction and ensures that customer service and technical standards are met, projects and programs are accomplished, and revenues and expenditures are within guidelines. The DSM works collaboratively with divisions within the department as well as other departments, external agencies, community groups and the public to ensure land use, natural resource and building permitting practices are implemented in accordance with applicable local, state and federal regulations, policies and procedures.

SUPERVISORY RELATIONSHIP:

Reports to the Planning and Community Development Director. Serves as a member of Department's management team. Works independently to provide supervision, guidance and direction to Development Services Division staff, land use and natural resource permitting staff in the Planning Division and the personnel and activities of the coordinated Permit Center.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Plans, directs, coordinates, assigns, evaluates, and implements permitting and development services that implement the goals, objectives and policies of the Comprehensive Plan and the Planning and Community Development Department.

2. Plans, directs, coordinates, assigns and implements division work plans and assignments. Delegates responsibility and appropriate authority to assigned staff. Monitors daily work activities and assesses workload to assure timely and accurate completion of assigned responsibilities.

3. Supervises division management and professional staff, as assigned. Provides leadership and motivation to work teams. Participates in the selection of new employees and manages employee performance in consultation with the Director and Human Resources. Ensures employees receive appropriate training. Prepares and conducts annual performance appraisals and administers corrective action consistent with established City policy and procedure.

4. Manages employee relations for the Division. Establishes systems for communication and cooperation among and with division staff. Consults with supervisors regarding personnel actions. Handles labor relations issues arising out of the division in compliance with labor agreements and personnel policies.

5. Develops and administers operating policies and procedures for all permitting activities of the Department. Ensures departmental compliance with state and federal land use, natural resource and building codes and requirements. Develops, with management team, drafts, presents to boards and commissions and City Council, and implements all development related codes, standards and policies.

6. Develops, with approval from the Director, and manages the Development Services budget including management of revenues and expenses. Authorizes and monitors expenditures to remain within approved annual expense budget. Forecasts revenue and expenditure needs. Ensures accountability for security of cash and other financial assets under direct control. As a member of the management team, assists in preparation of the Department's budget and in recommending revisions to operating procedures and/or expenditures.

7. Ensures development services best practices are adopted and implemented department wide, including technological upgrades and advancements including initiatives for web-based permitting, electronic plan review and remote inspection capabilities.

8. Acts as the departmental liaison to permitting and development services related boards and commissions, including the Hearing Examiner. Reviews and approves staff reports and recommendations to these boards and commissions.

9. Acts as designee for the Director on all departmental decision-making related to land use and natural resource permitting activities, including being the State Environmental Policy Act (SEPA) Responsible Official.

10. Investigates, responds to and resolves development related citizen complaints and issues, including referrals from other agencies and problems between developers or consultants and departmental staff.

11. Participates in Department-wide, long-range strategic planning activities.

12. Represents the Department internally and externally. Presents reports, recommendations, budgets, issues for resolution to department heads, Mayor, City Council, boards and commissions.

13. Acts as a technical resource to management and employees. Keeps current in new developments in the field through professional membership, attendance at conferences, networking with other professionals, research and reading. Uses this contemporary knowledge for program, work system and service delivery improvements.

ADDITIONAL WORK PERFORMED:

1. Performs other related work of a similar nature and level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Public administration and business management principles and practices.
- City personnel policies and procedures and employee labor contracts.

- Laws and regulations, policies and procedures affecting work.
- Technical and managerial resources related to field of work.
- Theoretical, technical, and organizational and/or practice aspects of field generally acquired through university or post-secondary education and substantial experience.
- GIS and permit database software. Excellent computer skills and demonstrated ability to plan and implement technological upgrades and advancements to related fields of work.
- City fiscal management systems including accounting, finance, budget, inventory, etc.

Skill in:

- Management skills including leadership, supervisory skills, management control, problem analysis and decision making, planning and organizing, interpersonal sensitivity, adaptability/flexibility, stress tolerance and time management.
- Excellent communication and interpersonal skills for interaction with co-workers, supervisors, managers, other City personnel and the general public.
- Public presentation skills including the ability to present technical information in an understandable manner to citizens, non-technical professionals, officials and deliberative boards, commissions, and legislative bodies.
- Short and long-term planning skills.
- Strong to excellent writing skills for developing reports, correspondence, issue papers, policies and procedures and various organizational communications.

Ability to:

- Model a strong work ethic to employees and a strong customer service orientation. Conducts self at all times in accordance with the ethical standards required of public officials. Avoids conflict of interest in use of City resources and personnel. Maintains the appearance of fairness in dealings with staff and citizens.
- Work cooperatively and collaboratively with staff, citizens, elected officials and community and governmental agency personnel, and staff representatives.
- Plan, organize, coordinate, assign and evaluate the work of professional and technical staff.
- Adhere to high ethical standards for conduct of public officials.
- Commit to diversity in the workplace.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, including:
  - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine;
  - Frequently remain stationary for long periods of time;
  - Frequently communicate accurate information and ideas with others;
  - Occasionally move between work sites;
  - Occasionally traverse on undeveloped land parcels and project development sites.

WORKING ENVIRONMENT:

Work is primarily performed in an office environment with the majority of time at a computer workstation. Requires frequent attendance and participation in evening meetings, field work and site visits to locations, including urban undeveloped and developed areas and open space, underdeveloped land parcels, and project development sites. Travel to professional seminars, meetings and court attendance as needed. This is a sedentary position with minimal physical exertion requirements.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in planning, geographic information systems, public administration, business administration, or related field.
- Five years of professional planning, building and development permitting experience including progressively responsible management and administration experience in a supervisory or leadership role.
- American Institute of Certified Planners (AICP) certification preferred.
- Municipal government experience preferred.
- Experience leading teams providing direct customer service in a permit center or similar environment preferred.
- In place of the above requirements, an equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skill and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal background check.
- Willingness and ability to frequently attend and participate in evening meetings.
- Valid Washington State driver's license and good driving record. Candidates must submit a three-year driving record abstract prior to hire.

PREPARED BY: R. Sepler
1/15

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R. Delker
5/21

REVIEWED BY:_____
Richard M. Sepler
Planning and Community Development Director