



DIRECTOR OF DEVELOPMENT SERVICES

DEFINITION

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Development Services Department including the planning, building, housing, code compliance, accessibility, and permit center operations; formulates Departmental policies, goals, and directives; coordinates assigned activities with other City Departments, officials, outside agencies, and the public; fosters the importance of economic development and cooperative working relationships among City Departments and with intergovernmental, regulatory agencies, and various public and private groups; provides highly responsible and complex professional assistance to the City Manager in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the City Manager or Assistant City Manager. Exercises supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a Department Head classification that oversees, leads, and participates in all activities of the Development Services Department, including short- and long-term planning as well as development and administration of Departmental policies, procedures, and services. This class provides assistance to the City Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, City functions and activities, including the role of the City Council, and the ability to develop, oversee, and implement interdisciplinary projects and programs. Responsibilities include coordinating the activities of the Department with those of other Departments and outside agencies and managing and overseeing the complex and varied functions of the Department. The incumbent is accountable for accomplishing Departmental planning and operational goals and objectives and serves as an advisor and contributor to executive management, Planning Commission, and City Council on policies, procedures, and major City initiatives.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Assumes full management responsibility for all Development Services Department programs, services, and activities including planning, building, housing, code compliance, accessibility, and permit center operations.
- Fosters economic development by helping to promote local growth and business attraction, retaining jobs, and enhancing quality of life through an emphasis on strategic planning and marketing, and fostering partnerships with businesses, government, and residents, managing projects from conception to implementation while analyzing economic trends.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the Department; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of

work, support systems and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.

- Manages and participates in the development and administration of the Department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs and implements budgetary adjustments, as necessary.
- Selects, trains, motivates, and directs Department personnel; evaluates and reviews work for acceptability and conformance with Department standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Monitors and implements legal, regulatory, technology and societal changes and court decisions that may affect the work of the Department; determines equipment acquisition, training programs and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient, and economical manner.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine City needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Directs land acquisition, relocation, and demolition activities associated with project development.
- Confers with developers, representatives of residential, commercial and industrial interests, property owners and others in promoting, coordinating, and the development and use of property within the City; confers with other City staff on related activities.
- Conducts or directs the conduct of studies, and the preparation and presentation of reports, regarding the use of land, building permitting and inspection, code enforcement, accessibility and housing programs in the City and related Department activities.
- Administers contract services pertaining to planning, housing, building, code enforcement, accessibility and permit center, plan checking, and other consultant services; maintains liaison with service providers and ensures adherence to contract provisions.
- Represents the Department to other City Departments, elected officials, and outside agencies; explains and interprets Departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Supports professional staff training and conducts a variety of Departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Participates in and makes presentations to a wide variety of committees, boards, and commissions; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of development services.
- Directs the maintenance of working and official Departmental files; prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the City Manager.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations; serves as a spokesperson for the Department at a variety of community events, meetings, and other public relations activities.
- Ensures staff observe and comply with all federal, state, and City safety rules, regulations, and protocols.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles of commercial, industrial, and housing economic market trends.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted efficiently.
- Principles and practices of strategic plan development.
- Principles and practices of budget administration.
- Principles and practices of contract management.
- General principles of risk management related to the functions of the assigned area.
- Principles, practices, and procedures of public administration in a municipal setting.
- Functions, authority, and responsibilities of an elected City Council.
- Principles, practices, and techniques of planning, building, code enforcement, accessibility, and housing.
- Building codes and regulations.
- Methods, materials, techniques, and practices employed in building inspection design and construction.
- Methods and techniques of developing technical and administrative reports and business correspondence.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively interacting with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Foster economic development by helping to maintain, update, fast-track and streamline development processes to support local growth, jobs, and business attraction efforts.
- Provide administrative and professional leadership for the Department.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select and supervise staff, provide relevant training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.
- Develop comprehensive plans to meet future City needs and services.
- Effectively represent the City and the Department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.

- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university in urban and regional planning, economic development or a related field.

Experience:

- Six (6) years of responsible administrative experience in the field of municipal current and advanced planning, economic development, building, code compliance, housing and accessibility, including four (4) years of experience in a management capacity.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.