



June 2019
FLSA: Exempt

COMMUNITY DEVELOPMENT MANAGER

DEFINITION

Under general direction, assists in planning, organizing, managing, and providing administrative direction and oversight for major functions and activities of the Community Development Department, including current, advance, and environmental planning, building and safety, building plan check, permitting, inspection, and code compliance; fosters cooperative working relationships among Town departments, divisions, and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to the Community Development Director in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Community Development Director. Exercises general and direct supervision over supervisory, professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is the mid-management classification in the Community Development Department. The incumbent oversees, directs, and participates in major activities and programs of the Community Development Department, and is responsible for providing professional-level support to the Community Development Director in a variety of areas. Assists in short- and long-term planning, development, and administration of departmental policies, procedures and services. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work with that of other Town departments and public agencies. Responsibilities include performing and directing many of the department's day-to-day administrative functions. This class is distinguished from the Community Development Director in that the latter has overall responsibility for all community development programs, functions, and activities, and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL 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 that qualified employees can perform the essential functions of the job.

- Assumes management responsibility for community development functions and activities, including current, advance, and environmental planning, building and safety, building plan check, permitting, inspection, and/or code compliance.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned functions and programs; recommends, within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Assists in managing and participates in the development and administration of the Community Development annual budget and capital improvement budgets; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and reviews with the Director; directs the implementation of improvements.

- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; responds to staff questions and concerns; makes discipline recommendations to the Director.
- Meets and confers with department staff regarding interpretations of the zoning code, processing of complex projects, and the assignment and monitoring of work.
- Meets with developers, engineers, property owners, contractors, and other agencies to discuss potential project proposals, pre-applications, feasibility analysis, currently submitted proposals, and/or status of development projects; answers questions and responds to inquiries.
- Manages and/or directs department or consulting staff in the management and implementation of routine to large and complex community development projects; assists Town economic development efforts.
- Serves as a liaison for the department with other Town departments, divisions, and outside agencies; attends meetings in various locations; provides staff support to commissions, committees, and task forces; participates in community events and workshops that provide public information regarding departmental programs, projects, and services.
- Negotiates contracts and agreements; coordinates with Town department representatives to determine Town needs and requirements for contractual services.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies and procedures as appropriate.
- Prepares procedures and guidelines for processing applications; develops internet/intranet-based information to aid the public with applications; identifies new software applications, storage options, and other technical tools for the preparation or completion of departmental work assignments; works with staff to develop brochures, census data, and other information to assist staff and the public.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects to the Town Council, Planning Commission, and Design Review Committee, and a variety of other boards and commissions, as assigned by the Community Development Director; attends meetings.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of community development.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect Town or departmental operations; implements policy and procedural changes as required.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff.
- Public agency budgetary, contract administration, administrative practices, and general principles of risk management related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of municipal government administration.
- Principles and practices of community development program development, implementation, and management in a municipal setting.
- Methods, materials, and techniques used in the planning of community development projects.
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Record keeping principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town 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.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Assist in preparing and administering large and complex budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local laws, rules, regulations, policies, and procedures.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of community development programs and administrative activities.
- Conduct effective negotiations and effectively represent the Town 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.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Effectively use computer systems, software applications, 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, procedural, and legal 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:

Equivalent to graduation from an accredited four-year college or university with major coursework in community development, urban planning, civil engineering, or a related field and five (5) years of administrative experience in community development, urban planning, and project management.

Licenses and Certifications:

➤ None..

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to inspect Town development sites, to operate a motor vehicle, and to visit various Town and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing 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.

ENVIRONMENTAL ELEMENTS

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 departmental policies and procedures.