

## DEPUTY DIRECTOR – DEVELOPMENT SERVICES

### JOB DESCRIPTION

**Classification Responsibilities:** A Deputy Director - Development Services provides responsible technical expertise, administrative direction, and coordination for the activities of a work team within the department. Positions in this class may be assigned to any one, or a combination of, the following areas: *Building Field Inspections and Enforcement, Building Plan Review, Development Planning, Permit Services - Front Counter and Call Center, or Special Projects.*

This class is expected to exercise considerable independence in resolving problems, facilitating solutions, and providing appropriate written and verbal communication with staff, the public, elected officials, City management, and other interested parties as required. These positions are required to develop and implement detailed budget and monitoring methods, develop protocols for staff and case assignments, and oversee and audit case follow-up and enforcement actions as necessary.

Employees in this class are required to develop and maintain a current knowledge of the technical requirements, policies, procedures, and standards of the assigned area. This class is responsible for directing, overseeing, and participating in the development of a workgroup plan; assigning work activities and projects; monitoring workflow; reviewing and evaluating work products; and coordinating work with other areas of the department and City. This class is also responsible for effectively communicating and resolving problems with members of the public, stakeholders, other City departments, City management, and elected officials. Supervision may be exercised over professional engineers, architects, field or clerical staff, and/or supervisors working in the various sections. Work is performed within the general guidelines and policies established by the Development Services Department Director. Work assignments are very broad in scope and are performed with considerable independence. This class serves as the City's Building Official (*Building Field Inspections and Enforcement Assignment and Building Plan Review Assignment*). This class is responsible for performing related duties as required.

***Building Field Inspections and Enforcement Assignment:*** This position supervises, directs, and manages the program functions or activities of staff responsible for performing field and office inspections work in the review and enforcement of adopted Building and Fire Codes, City engineering standards (primarily civil plans), and Zoning ordinances. This position is responsible for handling difficult or complex technical matters, and procedural or code interpretation problems that are encountered by the inspectors in the field. The position is expected to understand the applicable code requirements and intent of the regulations, and to understand where flexibility is reasonable and appropriate. The position is expected to coordinate with technical and management staff within the department, and in other departments, to develop flexible and reasonable solutions to code challenges. The position is responsible for being sensitive to and responding appropriately to stakeholders who may include homeowners, contractors, professional developers, architects, engineers, and other professionals. The position must have the ability to communicate effectively, both orally and in writing, with elected officials, City management, members of the public, and other affected stakeholders.

***Building Plan Review Assignment:*** This position supervises staff responsible for performing the building and fire code plan review functions and is responsible for interpreting the codes and resolving unusual design and construction problems. Work involves complete plan checking activities including

the review of structural calculations and of building, electrical, mechanical, fire, and zoning requirements. In addition, this position advises architects, engineers, contractors, building inspectors, and the general public of code changes, code interpretations, and new methods and materials. This position supervises team leaders through a teamwork group approach and extensive training program plan, monitoring plan review activities and proper techniques of plan review and approval. This position is also responsible for developing procedures and policies for plan review activities and appropriate quality control and audit procedures, and also provides long-term planning, direction, and coordination for these activities in coordination with the rest of the department.

***Development Planning Assignment:*** This position is responsible for overseeing the monitoring, tracking, and communication of Development Agreements and acts as liaison to other City departments, outside agencies, and representatives of other municipalities regarding development issues. This position takes a leadership role in coordinating Economic Development projects within the City and with other City departments and agencies; is expected to be able to facilitate flexible and creative solutions to development challenges; and to communicate both orally and in writing with elected officials, City management, other City departments, and affected stakeholders.

***Permit Services - Front Counter and Call Center Assignment:*** This position supervises staff responsible for providing customer service and permit issuance functions and call center staffing. The staff's work involves complete permitting and fee collection activities as well as considerable customer service with architects, engineers, contractors, building inspectors, and the general public. The position supervises team leaders through a teamwork group approach and extensive training program plan, monitoring permitting issuance and proper techniques of fee collection. This position is also responsible for developing procedures and policies for permitting activities and appropriate quality control and audit procedures, and provides long-term planning, direction, and coordination for these activities in coordination with the rest of the department.

***Special Projects Assignment:*** This position oversees the administration of federal grants, manages consultants, and represents the City on assigned projects involving state and federal agencies and municipalities, where the City is a significant partner in projects requiring full-time commitment through the duration of the project. This position also coordinates with City departments and outside agencies for implementation of city development plans and policies, and is expected to exercise initiative and considerable professional judgement, discretion, and independence of actions under the general supervision of the Development Services Director or the Planning Director in accomplishing assigned projects and objectives. Work assignments are very broad in scope, are performed with considerable independence, and require a high degree of written and oral communication skills and the ability to work effectively with City departments, local and federal agencies, citizen boards, consultants, and the general public. Functional supervision may be exercised over consultants, professional engineers, planners, architects, and field or clerical staff working in various capacities associated with a project.

***Distinguishing Features:*** This classification has been designated as a non-classified, non-merit system, at-will position. The Deputy Director – Development Services supervises and coordinates the activities and training of all personnel assigned to their workgroup. This class serves as a technical consultant to employees in solving difficult assignments and advises the development community and general public of code requirements and changes, code interpretations, and code development. Work is performed under the direction of the Development Services Department Director or Planning Director and is reviewed based on results achieved. This class is FLSA exempt-executive.

## QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City’s shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Graduation from an accredited college or university with a Bachelor’s Degree, preferably in Architecture, Business Administration, Communications, Construction Management, Engineering, Public Administration, Urban Planning, or a related field. Extensive (5+ years) administrative experience in public and/or private sector development related to the assignment area (performing duties such as researching and analyzing data, making recommendations to management and/or for problem resolution, developing and monitoring budgets, etc.). At least three years of public or private supervisory experience.

**Special Requirements.** Must possess a valid Class D Arizona Driver's License by hire or promotion date. Possession of International Code Council Building Official certificate is required within twelve months of hire (*Building Plan Review Assignment*).

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Graduation from an accredited college or university with a Master of Science, Master of Arts, or Master of Business/Public Administration is desirable. Possession of an Arizona Board of Technical Registration professional license as an Architect or Professional Engineer is highly desirable. Project management certification is preferred for the *Special Projects Assignment*.

## ESSENTIAL FUNCTIONS

**Communication:** Communicates with the general public, other City employees, City departments, vendors, management, contractors, public officials, architects, engineers, and other interested parties to explain the applicable City regulations and policies, and possible modifications. Prepares written documents, Council reports, studies, letters, memos, and special agreements with clearly organized thoughts using proper sentence structure, punctuation, and grammar in order to define and express City objectives, findings, recommendations, procedures, policies, and goals.

**Manual/Physical:** Operates a motor vehicle requiring a standard Class D Arizona Driver’s License to visit field sites. Moves construction plans (maximum weight 40 pounds) distances of up to 60 feet to review and file. Operates a variety of standard office equipment including a personal computer (PC), copier, fax machine, telephone, calculator, and, based on job assignment, may require the performance of other essential and marginal functions. Meets scheduling and attendance requirements.

**Mental:** Provides administrative direction to workgroups and management of activities in their assigned areas. Participates as a senior management member in the formulation of department policies, goals, and objectives and updates strategic planning. Supervises and evaluates the work of subordinate personnel for compliance with standard operating procedures and division objectives. Exercises functional supervision over consultants, professional engineers, planners, architects, and field or clerical staff working in various capacities associated with a project (*Special Projects Assignment*). Comprehends and makes inferences from written material regarding area of assignment. Assists in the

preparation of the department budget by analyzing the personnel and equipment needs of assigned area. Develops and implements detailed budget and monitoring methods, develops protocols for staff and case assignments, and oversees and audits case follow-up and enforcement actions. Coordinates and works with other managers of City services on matters affecting areas of responsibility and Citywide processes. Presents the department's policies and positions in meetings, negotiations, and communications with the public, citizen and industry groups, the City Manager, Mayor and City Council members, the media, and other public forums within assigned areas of authority. Exercises considerable independence in resolving problems and facilitating solutions. Develops and maintains current knowledge of the technical requirements, policies, procedures, and standards of the assigned area.

**Knowledge and Abilities:**

Knowledge of:

the applicable construction codes and related laws and ordinances as adopted by the City of Mesa; principles and practices of public administration, personnel administration, supervision, continuous quality improvement, customer service, and public meetings and hearings; the construction, nuisance, environmental, and zoning codes, ordinances, and development requirements as adopted by the City of Mesa including the format, content, and purpose; subdivision design principles and land-use relationships; leadership and team styles and skills; computer software applications (example: word processing, database, spreadsheet, etc.); modern methods and techniques as applied to the design and construction of buildings and site development; construction or buildings permit issuance policies and procedures; construction or engineering trade codes and terminology; the principles and practices of civil engineering, and the methods and techniques used in the design of public water, sanitary sewer, storm sewer, underground utility lines, retention basins, and public street improvements; building construction materials, methods, building trade codes, and terminology; and site planning and building design concepts.

Ability to:

establish leadership over assigned work group, and direct staff in meeting acceptable service levels to customers; supervise and evaluate the work of a professional and technical staff; coordinate and assign work to subordinates such that workload is distributed to maximize quality and quantity of work within the hierarchy of priority; use graphic instructions such as: blueprints, schematic drawings, layouts, or other visual aids; perform a broad range of supervisory responsibilities over others; analyze a variety of administrative, operational, and fiscal problems, and make sound recommendations for solutions; participate in the formulation of the unit operating budget; resolve work procedure problems and questions presented by subordinate level employees; confer with engineers, developers, architects, attorneys, property owners, consultants, a variety of agencies, and the general public in acquiring information, coordinating division matters, and providing information regarding area of assignment;

assess and assign priorities to problems and work assignments when confronted with several pressing demands at one time;  
participate in code development with appropriate agencies and jurisdictions;  
identify and facilitate formal and informal review/appeal processes for disputed requirements;  
identify process delays and demonstrate continuous effort to improve operations and decrease turnaround times;  
make recommendations from investigation and analysis of building conditions, construction, and code violations regarding property status;  
resolve complex construction code interpretations related to field inspection decisions;  
read and interpret building codes, plans, and specifications, and detect deficiencies or deviations from approved plans and field observations;  
communicate with, and respond tactfully to, a diverse public in answering questions, handling complaints, and explaining work-related City policies; and  
partner with other City departments or outside entities to review and make recommendations to improve work processes.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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