

## **DEVELOPMENT SERVICES ADMINISTRATOR**

### **JOB DESCRIPTION**

**Classification Responsibilities:** A Development Services Administrator is responsible for overseeing, managing, and directing the activities of the Permits Unit in Development Services. This class develops and implements unit goals and objectives, policies, and procedures; develops work plans and monitors workflow; reviews and evaluates processes, methods, and procedures; identifies significant issues and researches and analyzes data; addresses and resolves procedural and operational issues related to the permitting process; establishes and manages the Unit's performance measures; analyzes reports to determine process improvements; implements changes to improve workflow and productivity; oversees the electronic permitting system and identifies, troubleshoots the system to determine root causes of issues, and works with Development Services and Department of Information Technology (DoIT) staff to develop, test, and implement solutions; participates in setting the annual fee schedules, provides feedback on issues that impact the fees, develops and analyzes financial and statistical reports for permitting data/information, and provides input/recommendations for fee schedules and requirements; and oversees the financial aspects of the permitting process, works with the Financial Services Department to effectively maintain financial and cash-handling controls, participates in financial audits, and develops and implements financial related training for staff. This class also oversees records management for the Development Services Department which includes the Permitting, Planning, and Engineering Permits Sections and is responsible for records issuance, retention, and destruction. This position performs related duties as required.

**Distinguishing Features:** This classification has been designated as a non-classified, non-merit system, at-will position. The Development Services Administrator supervises the Permits Supervisor class and is distinguished from that class by the responsibility for overseeing the Permit Unit and electronic permitting system, establishing policies and operating procedures, short- and long-range planning, strategic planning, process improvement, and performance and change management. This class must possess a strong knowledge of the land development process from start to finish including the planning stages, annexation, construction permits, utility connections, and building inspections, which involves extensive collaboration with multiple city departments. The Development Services Administrator exercises considerable independence in overseeing the Unit and electronic permitting system. Work is performed under the direction of the Development Services Department Director, who reviews work through conferences and the evaluation of overall results achieved. This class is FLSA exempt-administrative.

### **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.** Any combination of training, education, and experience equivalent to a Bachelor's Degree in Business or Public Administration, Construction Management, Civil Engineering, Architecture, Urban Planning, or related field; and extensive (5+) years of administrative or technical experience in permitting, planning/plan review, building/construction inspections, or construction management experience, including three years of supervisory experience.

**Special Requirements.** None

**Substance Abuse Testing.** None

**Preferred/Desirable Qualifications.** A Master's Degree in Business or Public Administration, Construction Management, Civil Engineering, Architecture, Urban Planning, or related field. Supervision of a call center that provides technical information, and working knowledge of the Accela or comparable permitting software are desirable.

## **ESSENTIAL FUNCTIONS**

**Communication:** Communicates with contractors, developers, attorneys, City employees, and management to establish and maintain effective working relationships. Conveys Unit goals, objectives, assignments, and performance. Communicates with staff and customers to explain policies and procedures. Provides guidance and training to staff and other City departments to use and improve the electronic permitting software. Prepares special reports, studies, and proposals including procedure updates, and other written materials/documents. Prepares written documents in response to customer requests for research and property status for escalated/complex scenarios or in resolving problems or irregularities related to permitting.

**Manual/Physical:** Reviews the work of others to ensure compliance with standard operating procedures. Reviews, monitors, and/or evaluates information and work-related conditions to determine compliance with prescribed operating, safety, and/or other standards in the administration of the Permits Unit. Proposes and tests system changes, prepares documents for software configuration changes, and participates in the system design, development, and implementation of permitting system/software modules. Performs troubleshooting for complex software issues and conducts root cause analysis of related system issues. Directs staff in the calculation of permit fees, impact fees, and other fee charges. Reviews calculations made by staff for permit fees and charges. Manages work group scheduling and attendance requirements. Issues construction and right-of-way permits, notifies applicants, researches records, and responds to inquiries. Enters data or information into a PC to issue construction and right-of-way permits, maintain public records, and records inspections. Manually moves construction documents for distances of up to ten feet in order to file and route the construction documents. Retrieves construction documents from shelves above shoulder level. Meets scheduling and attendance requirements.

**Mental:** Plans, organizes, and directs the activities of the Permits Unit. Establishes work standards, operating procedures, and work-related goals. Develops, implements, measures unit goals, objectives, and performance metrics. Develops work plans and monitors workflow. Reviews and evaluates processes, methods, and procedures. Addresses and resolves procedural and operational issues. Establishes and manages performance measures and reports performance metrics. Identifies and resolves procedural and operational issues. Conducts research/surveys, analyzes data/reports, and determines/implements process improvements for workflow and productivity. Oversees the electronic permitting system, troubleshoots and tests the system, and collaborates with DoIT for system changes. Evaluates and manages employee performance. Interprets and applies City and Departmental rules, policies, and procedures. Interprets City Codes and Ordinances related to permitting. Prioritizes multiple projects, meets required deadlines, and handles more than one project simultaneously.

Understands and interprets blueprints, schematic drawings, fire protection drawings, layouts, zoning maps, and quarter section maps to verify compliance and adopted codes.

**Knowledge and Abilities:**

Knowledge of:

the permitting processes and practices;  
the land development process from start to finish including the planning stages, annexation, construction permits, utility connections, and building inspections,  
construction, engineering, and utilities terminology;  
Accela Software;  
the principles and practices of supervision;  
the principles and practices for process improvement and change management;  
interpreting and applying City Codes and departmental rules, policies, and procedures as applicable to permitting;  
fee collection requirements and financial audit practices; and  
records management requirements and practices for records issues, retention, and destruction.

Ability to:

develop, implement, measure, and achieve unit goals, objectives, and performance measures;  
develop and implement work plans, policies, and procedures;  
monitor and improve workflow, processes, and performance metrics;  
oversee the electronic permitting system and collaborate with DoIT;  
develop, test, and implement system solutions;  
contribute to the setting the annual fee schedules;  
oversee the financial aspects of the permitting process;  
oversee records management for the Development Department;  
interpret and apply City and Departmental rules, policies, and procedures;  
interpret City Codes and Ordinances related to permitting;  
coordinate work activities city wide regarding permitting, utility services and connections, and the use of the permitting system throughout the city to facilitate efficient and effective operations;  
make final determinations regarding customer complaints;  
conduct review of Development Services and Permits Unit activities to affect greater productivity;  
compile a variety of financial or statistical reports regarding activities;  
investigate complaints and recommend corrective action as necessary to resolve problems;  
manage to the timely processing of payments and refunds for Development Services activities; and  
deal tactfully and effectively with customers, City employees, and the general public.

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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PAY GRADE: 56

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