

DEVELOPMENT SERVICES SUPERVISOR

DEFINITION

To plan, organize, direct and supervise City Hall front counter activities and operations; to coordinate assigned activities with other departments, divisions and agencies; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Development Services Director.

Exercises direct supervision over assigned staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing excellent customer service; implement policies and procedures.

Plan, prioritize, assign, supervise and review the quality of work of assigned staff.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for purchase of materials and equipment; monitor and control expenditures.

Participate in the selection of staff; provide or coordinate staff training; work with employees to identify and correct deficiencies; implement discipline procedures.

Conduct performance evaluations; implement discipline procedures; maintain discipline and high standards necessary for the efficient and professional operation of the department. Monitor and control supplies and equipment; order supplies, equipment and tools as necessary; prepare documents for equipment procurement.

Serve as administrator for a variety of specialized software, devices, phone system, database programs and other systems as assigned related to various City business operations; coordinate the installation of software upgrades; treat and document system upgrades ensuring proper functionality.

Review various applications, documents and other pertinent information for completeness and accuracy; ensure compliance with City policies, procedures and city, state and federal codes.

Receive, route and process routine permit and water applications; respond to inquiries; coordinate the receipt, routing and processing of the more complex permit applications.

Sit on various boards and committees as assigned; attend meetings as required.

Accurately perform financial transactions in accordance with City policies and procedures.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other City employees; be an integral team player, which involves flexibility, helpfulness, cooperation, respect and communication.

Build and maintain positive working relationships with the public using principles of excellent quality control and customer service.

Foster an environment that embraces diversity, integrity, trust, empathy, transparency, and respect.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Advanced principles and practices of customer service.

Principles and practices of reviewing water service and development related applications.

Principles and practices of supervision, training and performance evaluations.

Principles and practices of budget monitoring.

Principles and practices of safety management and training related to area of responsibility.

Pertinent local, state and federal laws, ordinances and rules.

Ability to:

Organize, implement and direct City Hall front counter activities and operations.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use

telephone and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Apply various City policies and procedures along with applicable city, state and federal code requirements and review applications for completeness and accuracy.

Interpret and explain pertinent City and department policies and procedures.

Assist in the development and monitoring of an assigned program budget.

Supervise, train and evaluate assigned staff.

Develop and recommend policies and procedures related to assigned operations.

Accurately perform financial transactions in accordance with City policies and procedures.

Establish and maintain effective working relationships with those contacted in the course of work.

Develop a strong work team that produces quality and accurate work and excellent customer service.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

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

Experience:

Three years of increasingly responsible experience in processing of development related applications and permits; including one year providing technical and functional supervision over assigned personnel.

Training:

Equivalent to an Associate's degree from an accredited college with major course work in urban planning, architecture, construction management, engineering, environmental science or a related field applicable to the position.

License and Certificate

Possession of, or ability to obtain, a valid California driver's license.