

**CITY OF CARLSBAD  
CLASSIFICATION SPECIFICATION**

**JOB TITLE:                               DEVELOPMENT SERVICES MANAGER**

**DEPARTMENT:                           COMMUNITY DEVELOPMENT**

**BASIC FUNCTION:**

Under general direction of the Community Development Director, to manage and coordinate, the Development Services customer relations function; to supervise staff and activities pertaining to the receipt, processing and issuance of permits, applications, and records management for Development Services counter operations; to monitor and ensure customer service delivery and follow-up on any outstanding issues and act as liaison between customers and other city departments; and to perform related duties as required.

**DISTINGUISHING CHARACTERISTICS:**

This position is unique in that it manages the customer relations development services counter function across several different departments including Planning, Building, Public Works Development Services and Fire Prevention. The primary responsibility is to ensure customer service in the general day-to-day operations of the counter while coordinating the more complex technical issues within each of the department areas. Customer relations issues are resolved by this position or through assistance with other city staff. Although this position is designated as the supervisor of the counter staff, the overall supervisory responsibility is shared with the employees' individual departments.

**KEY RESPONSIBILITIES:**

Supervise the daily work activities: organizes, prioritizes, and assigns work; monitor status of work in progress and inspects completed work; confer with assigned staff, assist with problem situations and provide technical guidance; coordinate or conduct staff training activities.

Develop and maintain customer service standards; ensure customers receive and resolve timely assistance and accurate information; receive complaints; and resolve difficult situations with customers; assist in the development of performance measures and standards.

Investigate and resolve complaints; resolve or serves as the liaison with other city departments to resolve highly complex and sensitive customer service issues.

Coordinate activities and plan review processing with other city staff and staff from other agencies including counter technicians, planners, inspectors, building officials, engineers, fire inspectors and others; assists other Divisions and Departments, including Planning, Building, Public Works, Fire and Finance in providing information and answering inquiries regarding various projects, fees, plans examination, code interpretations, standards, internal divisional policy and procedures, and fees.

Consult and advise design professionals, developers, engineers, contractors, building inspectors and the general public regarding applicable codes, ordinances, standards, and compliance; and review and/or recommend actions or modifications to correct defects or inadequacies in order to facilitate project compliance and approval.

With assistance from related departments, explain, interpret, and provide guidance regarding applicable codes, regulations, handouts, and related materials to the public, architects, contractors, building designers, owners, staff and other interested parties; answer questions regarding codes and requirements.

Develop, update, and implement policies, procedures and practices that ensure effective and efficient counter operations.

Oversee the management of records, files and databases, including monitoring computer systems to track the progress of development permits.

Attend community meetings and make oral and written presentations as requested on the development permit process.

Prepare staff reports and correspondence and conduct research related to the effectiveness and status of permit procedures.

Communicate with officials, employees, supervisors, other divisions/departments, state/local agencies, internal and external customers, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, resolve problems or give/receive advice/direction.

Perform other related duties as assigned.

#### **QUALIFICATIONS:**

To perform a job in this classification, an individual must be able to perform the essential duties as generally described in the specification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties in a specific job. The requirements listed below are representative of the knowledge, skill and/or ability required.

##### **Knowledge of:**

- Principles and practices of permit processing, development services operations and administration as practiced in municipal organizations.
- Applicable federal, state, and city codes, regulations, and policies related to assigned work.
- Principles and practices of supervision and management.
- Automated reporting systems, spreadsheets, and computer applications.
- Methods and techniques of research, analysis and report presentation.
- Customer service skills and practices.

##### **Ability to:**

- Manage and supervise development services counter operations.
- Understand the practices, standards, processes and related technical aspects of development permitting in counter operations.
- Monitor and analyze systems and procedures to determine compliance with applicable codes, regulations and policies.
- Coordinate, analyze and reconcile complex customer service issues.
- Supervise, evaluate and train counter staff in effective customer service operations.
- Exercise sound judgment to determine compliance with existing codes and regulations.

- Maintain records and logs; prepare clear and concise reports, correspondence and other written materials.
- Use computer applications to assist in performing duties, e.g., word processing, spreadsheets, permits processing applications, database and presentation applications.
- Communicate effectively, both orally and in writing.
- Establish, maintain and foster positive working relationships with those contacted in the course of work.
- Work well under pressure to meet deadlines.

**EXPERIENCE AND EDUCATION:**

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

A bachelor's degree in Public or Business Administration; supplemented by four (4) years of experience performing permitting work or in a regulating environment; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Progressive supervisory experience is required.

**PHYSICAL/MENTAL DEMANDS AND ENVIRONMENTAL SETTING:**

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. An employee is frequently required to walk and stand. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office equipment as necessary during the course of the work assignments.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; read and interpret building plans and related documents; analyze and solve problems; use math and apply mathematical reasoning and abstract concepts; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines; and interact with staff, Council members and others encountered in the course of work.

The employee works under typical office conditions and the noise level is usually quiet. Employee may be required to travel to city work sites or other sites for meetings.

This is an at-will management classification.

DATE APPROVED: May 22, 2007