



CLASSIFICATION TITLE: Development Services Director	JOB NUMBER: 7182	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Deputy City Manager	PAY GRADE: 32	FLSA STATUS: Exempt "At Will"

GENERAL SUMMARY

Performs complex executive work planning, organizing and directing the activities and personnel of the Development Services department, and related work as apparent or assigned. Work involves setting policies and goals under the direction of the Deputy City Manager ("supervisor"). Departmental supervision is exercised over assigned personnel.

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Plans, organizes and directs the activities of the Development Services department; directs and coordinates the implementation of assigned goals and objectives; advises the Deputy City Manager of unusual trends or problems and recommend appropriate action.
- Supervises assigned staff; evaluates and reviews work performance; works with employees to correct deficiencies; plans, coordinates and arranges for appropriate training of subordinates; documents corrective action and applies City policy, as needed; participates in the interview and selection process of new employees; recommends merit increases, reassignment and promotions according to established guidelines.
- Prepares the department annual operating budget; controls and monitors expenses within budget; ensures fiscal responsibility and cost consciousness.

- Oversees and assists with Development Services, Development Review, Urban Planning, Redevelopment, and Land and Industrial Development programs; helps prepare the City's strategic plan.
- Advises Deputy City Manager on critical issues, development of policies and procedures, and special projects; coordinates departmental functions with all City departments to ensure unified progress toward City objectives.
- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and City needs; Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; Identifies opportunities for improvement; directs the implementation of change.
- Facilitates, leads and/or participates in meetings and committees; represents the department and City at meetings and conferences; serves as a liaison between internal and external organizations, the general public and other agencies
- Communicates with, responds to and resolves complaints, conflicts, concerns and questions related to the City's Development Services department; develops private and public partnerships within the community.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Applicable federal, state, and local laws, rules, codes and regulations related to assigned activities, including building codes and environmental and development regulations.
- Principles and practices relating to overall City operation.
- Principles and practices of community development planning and development, economic development, and redevelopment and library in a municipal setting.
- Intergovernmental relations, contracts and alternative service methods.
- Planning, organization and direction of municipal services and related staff.
- Written, verbal and public presentation communication skills.
- Administrative principles and practices, including program development, implementation, and evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.
- Strategic planning.
- Principles and practices of budget development and administration, and financial planning and management.
- Modern office practices, methods, procedures and equipment.

- Record-keeping principles, procedures and techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.

Skills and abilities to:

- Plan, organize and administer community development operations, activities, budget and staff.
- Assist City Manager with professional advice and technical expertise regarding departmental functions.
- Train, supervise and evaluate assigned staff.
- Manage complex projects through to completion.
- Learn, read, interpret, apply and explain rules, regulations, policies and procedures.
- Analyze situations, accurately and adopt an effective course of action.
- 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 City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise, and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no directions, set priorities and meet critical time deadlines.
- Operate modern office equipment including personal computer equipment using standard or customized software application programs appropriate to assigned tasks.
- 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.

SPECIAL REQUIREMENTS

Valid driver's license.

EDUCATION AND EXPERIENCE

Bachelor's degree with coursework in public administration, planning, or related and six (6) or more years of experience in community development operations, including five (5) years in a senior management capacity, or equivalent combination of education and experience.

COMPETENCIES

Executive

- Manage to the future: Understands and communicates a clear vision and path to the future and takes appropriate steps to guide the organization in that direction.
- Have a global perspective: Recognizes and addresses issues that are outside departmental or municipal scope. Views issues without any preset biases or limitations. Takes information objectively, utilizing a broad framework in discussing and formulating opinions on current topics. Sees the "big picture."
- Display political and business acumen: Manages operations and initiatives with an understanding of the agendas and perspectives of others. Recognizes and balances the interests and needs of one's own group in the context of the broader organization and community. Effectively translates business terms into concepts that can be understood by the organization and the public.

Managerial

- Develop Effective Intra- and Inter-Departmental Relationships: Works collaboratively with partners within the City and outside of the City to accomplish the best possible outcomes for all parties.
- Manage Resources Effectively: Effectively applies the organization's assets. Makes efficient use of time, money, people, and other resources to accomplish the organization's goals. Provides direction, guidance, and expectations for resource allocation to ensure service is balanced with fiscal responsibility.
- Think and Plan Strategically: Champions new ideas and initiatives and creates an environment that supports continuous improvement. Considers the City's strategic plan when establishing work unit goals and priorities.

Supervisory

- Foster Teamwork: Builds effective teams committed to organizational goals. Fosters collaboration among team members and among teams. Uses teams to address relevant issues.
- Prioritize Work and Commitments: Develops short- and long-range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Focuses on the most important tasks first and directs others to focus on those tasks. Integrates planning efforts across work units to ensure the most critical work gets done first.
- Drive for Team Results: Demonstrates and fosters a sense of urgency and strong commitment to achieving goals. Encourages others drive for strategic goals.

Persists despite obstacles and opposition. Pursues aggressive goals and works hard to achieve them. Owns the outcomes produced by the team.

- Manage Employee Performance: Guides employees to achieve the highest levels of performance. Sets clear and compelling expectations for performance. Provides frequent and specific feedback to help employees meet or exceed expectations. Maintains effective records related to employee performance. Delivers specific, timely, and meaningful performance reviews.

Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.







This work requires regular and punctual attendance at the office or other assigned locations; work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting and speaking or hearing, frequently requires using hands to finger, handle or feel and occasionally requires standing and walking; work has standard vision

requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a quiet location (e.g. library, private offices).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

	
Human Resources Director	Date
	
Department Head	Date
	
City Manager or Authorized Designee	Date