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| <p><i>Code:</i> 7157 <i>Title:</i> DEVELOPMENT SERVICES OPERATIONS ADMINISTRATOR - UNCLASSIFIED</p> |
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SUMMARY: Coordinates and directs diverse activities in Development Services and provides direct support to the director by identifying and resolving technical and operational problems associated with planning, zoning and building code activities. This classification is in the unclassified service and is exempt from the Pima County Merit System Rules.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

- Responds to queries from services clients, the public, the media, the County Administrator and the Board of Supervisors by identifying the issues, researching and preparing responses and coordinating any needed additional response efforts;
- Coordinates Development Services' participation in specialized projects of other County departments, the County Administrator and the Board of Supervisors;
- Assists the director and key staff in planning, preparing, reviewing and revising departmental goals, objectives, long- and short-term plans;
- Develops, implements and evaluates technical, operational and administrative processes for providing timely, cost-effective service to departmental clients;
- Identifies discrepancies, potential conflicts and recommended changes to applicable codes, laws, statutes, and ordinances for director's action;
- Establishes and maintains effective liaison with serviced departments, other government agencies, and professional, business, neighborhood and citizen organizations to assure Development Services is responsive to identified needs of the community and takes/directs actions of staff to meet those needs;
- Develops or directs development and distribution of departmental informational materials, news releases and other media/public information materials;
- Represents Development Services on boards, committees, and commissions, as well as at meetings, conferences, public hearings and other public forums to address technical aspects of planning, zoning and codes, current and proposed projects, and like issues;
- Compiles, analyzes and monitors departmental financial and budget information, and develops budget recommendations for director's consideration;
- Provides, or coordinates provision of, Development Services technical assistance to prospective businesses/industries considering relocation to Pima County relative to planning, zoning and codes considerations;
- May act as department director in their absence.

KNOWLEDGE & SKILLS:

Knowledge of:

- principles and practices of urban and regional planning and zoning;
- applicable land use regulations, zoning and building codes;
- county ordinances, rules and regulations relative to planning and development;
- organization, resources, policies and procedures of Pima County government;
- principles and practices of public sector budget development, monitoring and management;
- principles and techniques of positive community and public relations;
- composition of local public and private organizations, business, industry, and citizen groups, and their concerns in planning, development and land-use issues;
- principles and practices of effective staff supervision, training, evaluation and management;

- principles and techniques of evaluating operations, policies and procedures, and development and implementation of cost-effective remedies to problems encountered;
- capabilities of computer-based systems used in departmental administrative and technical activities.

Skill in:

- communicating effectively in person, by telephone, through correspondence or media releases and materials;
- interpreting, applying and explaining Development Services operations, plans, processes and regulatory issues to a wide variety of audiences;
- establishing and maintaining effective working relationships with a wide variety of governmental, business, industry and citizen groups;
- professionally and tactfully responding to inquiries, complaints and allegations, including those from irate or highly emotional or volatile individuals and groups;
- overseeing, coordinating or directly supervising efforts of staff;
- identifying needed organizational or operational changes and developing and implementing cost-effective alternatives;
- training, or coordinating provisions of training, for staff in technical and supervisory/managerial topics;
- use of departmental computer resources for administrative and technical functions;
- mediating disputes or resolving issues affecting, or affected by, Development Services activities.

DESIRED QUALIFICATIONS:

EITHER:

(1) A Bachelor's degree from an accredited college or university with a major in urban or regional planning, civil engineering, hydrology and water resources or watershed management and five years of experience in urban or regional planning, or zoning in a public or private-sector setting, including at least three years at the management or supervisory level.

(A Master's degree from an accredited college or university in one of the cited disciplines may substitute for one year of the required general experience.)

OR:

(2) Three years of experience with Pima County as a Principal Planner, Environmental Planning Manager, Principal Hydrologist, Chief Hydrologist, Chief Zoning Inspector, Civil Engineering Manager or Zoning Manager.

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions require a valid Arizona Class D driver license at the time of application, appointment or prior to completion of initial/promotional probation.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.