

## Job Description

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.*

<b>Job title</b>	Development Services Manager
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### GENERAL PURPOSE

Under administrative direction, plans, organizes, and directs the functions, programs, staff, and activities of the Development Services Division; supervises and participates in the conduct of complex development projects, engineering analyses, and research; plans, organizes, directs, and reviews the work of supervisory and technical staff; assists in resolving the most complex plan review problems, and ensures the resolution of technical issues with project stakeholders; and performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, evaluating, coordinating, and supervising the activities of the District's development processes for obtaining water, sewer, and recycled water services and connections. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include developing and implementing policies and procedures for assigned programs, supervising and coordinating staff, and directing day-to-day activities. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

### SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director of Development Services. Exercises direct supervision over supervisory and technical staff.

### TYPICAL DUTIES AND RESPONSIBILITIES

*The duties listed below 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 this position.*

- Plans, organizes, supervises, trains, and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and

development; recommends compensation and provides other rewards to recognize performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's rules, policies, and labor contract provisions; identifies best-of-class work practices among assigned staff and assures uniform adoption of those practices.

- Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment which supports achieving the department's and the District's mission, strategic plan, objectives, and values.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, ensuring alignment with the District's strategic and operational plans.
- Manages and participates in the development and administration of the division's annual budget; directs the forecast of additional funds needed for staffing, consultants, contractors, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary to meet changing conditions.
- Prepares cost estimates; establishes the scope, schedule, and budget for development services for District projects; negotiates and manages consultant contracts; reviews specifications for compliance with District standards; interprets specifications and District policies and initiates or reviews change orders; prepares periodic project status reports.
- Develops, recommends, and implements administrative practices related to special district payment programs adopted by the Board as well as existing assessment district-related credit programs, and fee exemption programs.
- Collaborates closely with Finance to plan, direct, coordinate, review, and implement measures and processes to meet audit requirements associated with the collection of connection fees and deposits.
- Monitors, coordinates, evaluates, modifies, and provides quality assurance to the preparation of standard and specialized facilities agreements.
- Participates in inter-agency coordinating meetings to resolve issues relative to the District's involvement with the processing and approval of development projects.
- Works closely with professional engineering staff to plan, participate, coordinate, review, and comment on planning and plan check activities or business processes; evaluates and implements associated work process improvements and systems to improve efficiency or address issues; participates in the design and implementation of technology programs.

- Represents the District with consultants and contractors; meets with developers and engineers to explain and clarify District criteria; prepares correspondence on technical engineering issues; coordinates water and sewer utility engineering and planning activities with other departments and outside agencies; revises design and construction standards to improve methods, procedures, and practices; makes authoritative interpretations of applicable laws, regulations, and policies.
- Acts as liaison to coordinate with cities, other agencies, and private firms or individuals, ensuring proper communication and processes are in place to ensure compliance with District policies and regulation.
- Coordinates and participates in activities associated with District oversizing contributions for additional facility capacity from developer constructed facilities.
- Prepares regular and special reports, analyses, memoranda, agreements, and other documents for executive management review.
- Provides assistance and guidance to staff, the development and business communities, other agencies, and members of the public.
- Plans, directs, coordinates, reviews, and participates in data collection and analyses.
- Reviews, researches, and recommends Administrative Code changes and amendments that pertain to water, sewer, and recycled water services.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

Continuous Improvement-Related Duties:

- Supports and promotes the application of Continuous Improvement principles in the oversight of operations within the business unit.
- Assists in the development and maintenance of best practice in unit work processes and supports the philosophy of continuous improvement.
- Develops and monitors team and individual performance measures, ensuring that they align with the District's strategic and operational plans.
- Ensures a thorough understanding of the Strategic Planning Cycle and participates in its development and deployment.

## **REQUIRED QUALIFICATIONS**

### Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Administrative principles and methods including goal setting, program development and implementation.
- Principles and practices of budget preparation and administration.
- District personnel rules, policies, and labor contract provisions.
- Principles and practices of civil engineering.
- Construction project management practices and terminology.
- District water, sewer, and recycled water system design criteria, rules, and regulations.
- District policies, procedures, and practices applicable to the review and approval of development projects, and issues applicable to assigned functions.
- Principles of physics and mathematics applicable to civil engineering and land surveying.
- Federal, state, and local laws, codes, and regulations in assigned areas of responsibility.
- District regulations and requirements regarding development agreements including financial participation charges, annexation, frontage fees, reimbursements, and over sizing.
- Materials, equipment, and building code requirements applicable to facilities construction.
- Standard office practices and procedures including record keeping and filing.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Continuous Improvement-Based Knowledge:

- The core values, concepts, and framework of continuous improvement criteria, including the principles of management by fact, and organizational and personal learning.
- Familiar with process mapping and structured problem solving.
- Theoretical and practical knowledge necessary to develop and monitor individual performance standards, and ensure they align with key performance measures for the unit.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for Development Services programs.
- Provide administrative and professional leadership and direction for the Division and the District.
- Prepare, administer, and monitor a division budget.
- Effectively plan, organize, and supervise new development services to identify customer expectations and implement systems that measurably improve customer satisfaction.
- Interpret, explain, and reach sound conclusions in applying complex District rules, policies, and procedures regarding development project plan review and approval.
- Read and interpret engineering drawings.
- Perform accurate mathematical and/or engineering calculations and cost estimates.
- Prepare clear, concise, and accurate reports, drawings, maps, notes, correspondence, and other written material.
- Maintain sensitive and confidential information.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- Effectively represent the department and the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Direct the establishment and maintenance of complex filing and record keeping systems.

- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Continuous Improvement-Based Abilities:

- Maintain and utilize process flow charts for key processes, with performance standards related to customer and stakeholder needs.
- Validate customer requirements.
- Create a workplace that values employees, encourages their development, values their participation, and encourages innovation.
- Create an environment of continuous improvement and ensure business unit results consistent with expectations in key performance measures.

Experience:

*Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:*

- Six (6) years of progressively responsible experience providing professional support to a civil engineering program; or three (3) years of engineering program project management; in both cases, two (2) years of experience should be in a supervisory or management capacity.

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in engineering, planning, project management, business administration, or closely related field.

Licenses/Certifications:

- None.

**PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

#### **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District  
Job Title: Development Services Manager  
Last Update: October 2019

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

<b>Approved by:</b>	<i>Board of Directors</i>
<b>Date adopted:</b>	<i>October 2, 2019</i>
<b>Date modified:</b>	
<b>Reviewed:</b>	
<b>FLSA determination:</b>	<i>Exempt</i>

**Job Description Acknowledgment**

*I have received, reviewed and fully understand the job description for Development Services Manager. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.*

*Employee Name (print):* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Employee Number:* \_\_\_\_\_

*Employee Signature:* \_\_\_\_\_