JOB TITLE: Development Services Coordinator

REPORTS TO: CP&D Director

DEPARTMENT: Community Planning & Development

EXEMPT: No

SALARY RANGE: $28.33 - $36.83 / HR

HIRING SALARY: $28.33 - $32.58 / HR

SUMMARY

The position is an integral part of the administrative team representing the Community Planning and Development Department; therefore, a sense of decorum is required, which is appropriate and suitable for the office. Individuals cross-train to perform a wide range of complex, responsible, and confidential duties associated with the divisions of planning/zoning, building, conveyance, administration, and historic preservation. Each individual shall possess a mastery of office skills, exercise initiative and judgment, make decisions within the scope of assigned authority, and provide general information and assistance to the public.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Building/Fire, Planning/Zoning, and Conveyance:

- Oversee the work and services of the application approval process for planning/zoning and building/fire construction; plan submittal, plan review, issuance of the permit, fee assessment, and payment processing and collection.
- Accept and review for submittal compliance building/fire and planning/zoning applications; enter applications into City's permit system and forward it to appropriate staff and outside agencies for review and processing.
- Ensure timely processing of building/fire and planning/zoning submittals; manage and coordinate the routing and tracking of submittals to various departments and outside agencies for required reviews and clearances; perform follow-up to ensure timeliness of response from other departments and outside agencies; issue routine permits within the scope of authority and responsibility assigned.
- Provide case management of complex building construction and planning/zoning applications; confer with project owners and design professionals regarding state and local code requirements and obtaining multi-agency application approvals.
- Oversee the scheduling of requests for field inspections and maintain an inspection activity log; assist in coordinating the permitting process with building officials, inspectors, planners, engineers, fire inspectors, other staff, and outside agencies.
- Administer the tracking system for inspections of public and private improvements as part of the site plan, and subdivision construction process, schedules inspections, assists with the release of financial guarantees as improvements are inspected and accepted, coordinates the building/fire inspection and certificate of occupancy process.
- Oversee the building/fire, planning/zoning, and conveyance tracking system; update the system when new procedures are implemented, or existing procedures are modified; create and run reports from the system; ensure functional integration with other City software and systems.
- Respond to inquiries and complaints, provide information, independently learn, interpret, and apply codes, laws, and guidelines pertinent to City and departmental policies, procedures, and regulations.
• Coordinate the work and services of the Conveyance program as outlined by the Colorado Department of Labor and Employment Division of Oil and Public Safety; maintain compliance within Federal, State, and local standards, principles, law, legislation, and as adopted by City Council; become familiar with the governing documents; understand the individual components of the program, and ensure program parameters and objectives are consistently applied and achieved.
• Assist in the administration of the Exterior Paint program; become familiar with the governing documents; understand the individual components of the program, and ensure program parameters and objectives are consistently applied and achieved.
• Draft, coordinate, and oversee the execution of contracts and agreements such as an agreement for professional services, trade contractor agreement, interior rehabilitation grant; preservation easement and lender’s request for subordination or rights; temporary construction easement; roadway easement; and/or boundary line agreement.
• Assist in preparation and distribution of Request for Qualifications or Request for Proposals.
• Recommend, develop, and implement goals, objectives, policies, and procedures for the department.
• Monitor and maintain computer applications and tracking systems; coordinate improvements and upkeep of information systems, databases, scanning, and imaging systems.
• Develop, update, and maintain information and pamphlets provided to the public at the front counter and online.
• Attend and participate in professional group meetings; stay abreast of new trends, innovations, and laws affecting the building/fire, planning/zoning, and conveyance programs.
• Act as Development Review Committee Chair; manage the meeting calendar, prepare and distribute meeting agenda and packet, take, transcribe and distribute meeting notes.
• Answer procedural questions on zoning codes and building codes at the counter or on the phone; direct contractors, developers, and the general public to the appropriate City codes, regulation manuals, information sheets, or other City staff or outside agencies for more specific information.
• Maintain accurate and timely records of all building/fire, planning/zoning, and conveyance permits and department records and files; input, maintain and compile a variety of data on permitting activity; maintain land use, building, permit, and other tracking data.
• Assist in establishing efficient and effective procedures for permit processing; perform research on trends in permitting procedures and make recommendations on upgrades to current systems and procedures.
• Participate in the creation, establishment, and monitoring of the address system for both new and existing buildings and properties.
• Provide the public with basic or directive information on the City’s development regulations, building/fire codes, and conveyance standards.
• Assist in the budget process by collecting, compiling, and retrieving pertinent land use and building/fire permit data.

**Historic Preservation:**

• Serve as the Secretary supporting the Historic Preservation Commission; understand and enforce Commission By-Laws; prepare, coordinate and facilitate regular meetings, create agenda, assemble and distribute meeting packet; take, transcribe and distribute meeting minutes; maintain permanent records, reports, ordinances, resolutions, vacancies and appointments; maintain compliance as a Certified Local Government in accordance with Federal, State, and local historic preservation standards, principles, law, legislation, and as
adopted by City Council; schedule required training and special projects; prepare and submit annual report.

- Interact with the Director of the Colorado State Office of Archaeology and Historic Preservation consultant.
- Assist in the Landmark Designation nomination and application process.
- Assist in the administration of the Residential Preservation Easement and Rehabilitation program; become familiar with the governing documents and guidelines; understand the individual components of the program and ensure program parameters and objectives are consistently applied and achieved.
- Attend Owner, Architect, Contractor, and Design meetings, as needed.
- Coordinate ownership and encumbrance/title work reports and residential appraisal report.
- Coordinate site survey to include floodway and elevation certificate.
- Coordinate existing conditions photo documentation: interior/exterior of structures, site conditions; wood and window survey; and stone wall and masonry survey.
- Maintain a variety of files and records. Ensure all data and material is organized and easily retrievable; both hard copy and electronic format.

**Administrative Services:**

- Perform a wide variety of general office support duties, such as receiving, sorting, and time-stamping documents; distributing incoming and outgoing correspondence; and maintaining and ordering office supplies.
- Custodian of all department records.
- Possess a professional, friendly demeanor; comfortable interfacing with the public to serve their Department related needs; maintain a high degree of integrity and discretion; diplomatic with a positive can-do attitude.
- Greet visitors; ascertain the nature of business and direct visitors to the appropriate office. Answer telephone and give information to callers.
- Pick up and deliver mail to the City Hall.
- Maintain a variety of files and records relating to the department, both electronic and hard copies, and under the adopted retention schedule.
- Possess advanced computer aptitude skills with the ability to help others on system usage.
- Compose a variety of correspondence independently from verbal or written instruction, including newsletter submissions; review, proofread, and edit departmental documents; possess strong proofreading skills.
- Proficient use of spreadsheets, word processing, and database programs for efficient processing of departmental information; responsible for accurately inputting departmental data into the computer system.
- Compile information to be used in special projects and reports. Maintain and update all assigned projects, reports, and written files. Scan select files into the appropriate electronic file location.
- Independently respond to letters and general correspondence within the scope of responsibility.
- Maintain calendars and arrange meetings and conferences as needed.
- Maintain department inventory for the annual City-wide inventory report.
- Prepare articles for quarterly additions of the City newsletter.
- Provide budget support. Compile, record, and route invoices.
- Input and maintain standard operating procedures for Community Planning and Development in document management software.
- Assist in preparation of City Council agenda items; prepare public meeting notices for posting under Black Hawk Municipal Code and notify application for pickup; coordinate with
outside agencies to complete council action form and staff report; request resolution from City Attorney, notify outside agencies and applicant of Council actions.

- Maintain and update database of all license agreements and gaming establishment statistics.
- Maintain and update the website page for the department within established guidelines.
- Provide budget support; perform continuous analysis of expenditures; compile, route, and file invoices.
- Evaluate and recommend organizational, procedural, and cost-saving measures affecting department and support activities.
- Maintain departmental contacts, appointment schedules, tickler files, calendars, and arrange meetings and conferences.
- Assist with event planning.
- Maintain office supply inventory and order department supplies.
- Provide Notary services for the public and City staff.
- Keep public, work, desk, and kitchen areas clean and free of clutter; load and unload the dishwasher.
- Assist other departmental staff and provide support to other departments as necessary.
- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES
None

QUALIFICATIONS

- Knowledge of:
  - Theory, principles, practices, and methods of land use development and zoning code administration as enforced by the City.
  - Theory, principles, practices, and methods of building construction disciplines, codes, and standards; building-related codes and ordinances enforced by the City, including the International Code Council (ICC) building, electrical, plumbing, mechanical and fire codes; methods and practices of all phases of commercial and residential construction.
  - Theory, principles, practices, and methods of historic preservation standards.
  - Applicable Federal, State, and local laws, codes, and regulations.
  - Basic cost accounting and preparation of invoice type documents.
  - General principles and practices of regulatory compliance
  - Methods and techniques of technical research.
  - Administrative maintenance of permitting software, including fee calculation and collection methods.
  - Recordkeeping, filing, and retention principals and procedures.
  - Modern office practices, methods, and computer equipment and applications related to the work; permit and application tracking systems and methods.
  - English usage with accurate grammar, spelling, vocabulary, and punctuation.
  - Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
  - Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
  - General understanding of finance and accounting.
• **Ability to:**
  o Coordinate the provision of efficient and effective service delivery to customers; handle difficult and complex customer service situations; identify and recommend opportunities for improving service delivery methods and procedures.
  o Read and interpret land use plans and construction blueprints.
  o Understand the City government organization, function, policy rules, and regulations.
  o Operate an electronic permit, inspection, and tracking system.
  o Perform research; create presentations, charts, graphs, databases, and spreadsheets.
  o Present a professional, courteous, competent image, both inside and outside of the office, which reflects well on the department and the City.
  o Handle confidential information.
  o Understand and follow written and oral instructions and procedures.
  o Organize and establish work priorities; work in a cooperative team environment or independently with limited supervision; maximize efficiency.
  o Adapt to frequent interruptions, unusual workload demands, changing priorities, and deadlines.
  o Tackle repetitive and tedious tasks with eagerness and enthusiasm.
  o Establish and maintain effective working relationships with supervisors, coworkers, elected officials, outside agencies, and the public; work well with varied and demanding people.
  o Maintain a variety of financial records and files.
  o Perform a variety of duties requiring the use of independent judgment and technical knowledge.
  o Independently coordinate, monitor, or manage various clerical functions. Meet department and project schedules, milestones, and deadlines.
  o Understand the organization and operation of the City and outside agencies. Independently learn, interpret, and apply building code, municipal code, land use, and historic preservation procedures.
  o Become familiar with department forms and applications for distribution to the public — update form and application content on a regular, established basis.
  o Locate, organize, and retrieve department records and files in a timely fashion.
  o Compile complex business correspondence and basic reports. Produce written documents with clearly organized information, punctuation, and grammar.
  o Maintain confidential data and information as it relates to the department. Discern the difference between original and duplicate documents.
  o Type at speed necessary for successful job performance.
  o Transcribe dictation at speed necessary for successful job performance.
  o Communicate clearly and concisely, both orally and in writing.
  o Recognize department needs and advise the Community Planning and Development Director. Proactively look for cost-saving measures to apply within the department.
  o Be punctual and prompt for work and meetings.
  o Abstain from participating in office gossip and conducting personal business during working hours.
  o Balance and control personal life and work priorities.

**EDUCATION, EXPERIENCE, AND TRAINING**

- High School Diploma or GED.
- Three years of related experience and training as a Certified Permit Technician. Experience with customer service, building/fire permit services, planning/zoning services.
- Possess an International Code Council Permit Technician certification.
- Historic Preservation experience desirable.
• Working knowledge of relevant office computer systems and proficiency with Microsoft Office Suite.
• Valid Colorado Driver’s License with a safe driving record.

EQUIPMENT USED
Constant daily use of telephones, cell phones, pagers, computers, calculators, copy machines, fax machines, and scanners.

COMMUNICATION SKILLS
• Ability to respond to common inquiries or complaints from the general public, residents, City employees, officials, and outside agencies in a professional manner.
• Ability to effectively present, both in verbal and written form, information to elected officials, members of the Management Team, City employees, the public, and outside agencies.

REASONING ABILITY
Identify problems, collect data, establish facts, and draw valid conclusions.

PHYSICAL DEMANDS
The employee is regularly required to sit, stand, walk, reach with hands and arms, stoop, kneel, crouch, and crawl. Work in this position is generally limited to a standard office environment, but the employee must occasionally lift and/or move up to 25 pounds and climb, stairs, ladders and/or step stools, mobile enough to conduct fieldwork and visit construction sites, sometimes crossing over rough, uneven, or rocky and mountainous surfaces and terrain. The employee is also regularly required to talk, hear, and use hands and fingers. Specific vision abilities required by this position include close, distance, color, and peripheral vision, as well as depth perception and the ability to adjust focus.

An employee may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Must be willing to work a varied schedule of hours, which may include evenings and/or weekends.

COMMENTS
The job description intent is to describe the types of job tasks and levels of responsibility and difficulty required of persons assigned to this job title. This document is not to be considered a detailed description of every duty/responsibility of the job.

The City of Black Hawk is an Equal Opportunity Employer. Pursuant to the Immigration Reform and Control Act, the City intends to hire only individuals who are United States citizens or aliens authorized to work and live in the United States.

I have read and fully understand the duties of the job description.

Signature: _______________________________  Date: ____________________

Development Services Coordinator  12/2019