



JOB DESCRIPTION

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| Title: | Neighborhood Services Manager | Department(s): | Neighborhood Services |
| Reports to: | City Manager | Location: | Municipal Building |
| FLSA: | Exempt | Pay Grade: | Schedule II, H |
| Shift: | Days | Status: | Full-Time |
| Bargaining Unit: | None | Date: | July 2011 |

JOB SUMMARY

This position is responsible for administering zoning and code enforcement, geographical information systems (GIS) development and maintenance and contractual city planning and building inspection services for the City of Whitewater.

Directs and oversees department operations; supervises departmental personnel including contractual building inspection personnel, and contract City Planner. Plans, coordinates, schedules, assigns, and reviews work activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary.

- Oversees inspection of new and existing buildings, construction, HVAC and electrical systems to ensure code compliance. Enforces property maintenance codes.
- Prepares and monitors department budgets for zoning and code enforcement, planning and GIS.
- Oversees Planning and Zoning Enforcement. Coordinates all activities of Plan & Architectural Review Board and Board of Zoning Appeals. Assists in preparing short and long range plans for department operations, programs and projects as well as City Comprehensive Plan and Quadrant Plans.
- Responds to inquiries and complaints from the public. Investigates problems and provides solutions or makes appropriate referrals. Assists the public with permits.
- Assists the Parks & Recreation Director with the implementation of City's energy efficiency/independence initiatives.
- Assists the Parks & Recreation Director in researching building and facility improvement projects as it relates to energy efficiency and cost reductions.
- Serves as a "coordinator" or "Point of Contact" (POC) for gathering, updating of official City Map, base map, and other maps; coordinates department activities with other departments and affected agencies as needed.
- Manages, updates, and edits spatial data, tables, and reports for planning projects.
- Performs analysis of vector and raster data using GIS and database tools.
- Works with other GIS professionals, planners and engineers.
- Obtains GIS data from multiple public and private sources.
- Instructs City Staff and other professionals in GIS techniques.
- Researches GIS technology and makes recommendations for improvements.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Serves as an ex-officio member of the Planning and Architectural Review Commission and Zoning Board of Appeals. Serves as a member of the City Project Management Team.
- Attends Plan and Architectural Review Commission, Zoning Board of Appeals City Council Meetings and other meetings as might be assigned.

SUPERVISION RECEIVED AND/OR EXERCISED

- Reports to the City Manager.
- Exercises general supervision over all Neighborhood Services Department employees and contract service providers.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- Graduation from an accredited four-year college or university with a degree in Land-use Planning, Urban Planning, Landscape Architecture, Geographic Information Systems, Business or Public Administration, or a closely related field.
- Three (3) years of progressively responsible municipal experience in zoning, code enforcement geographical information systems and/or planning
- Any equivalent combination of education and experience that provides the requisite knowledge, skills and abilities for the position.
- Thorough knowledge of zoning laws and comprehensive plans including their formation, process of adoption, and enforcement; Extensive knowledge of planning programs and processes, personal computers, and GIS applications.

Language Skills

- Requires the ability to effectively communicate both orally and in writing with the City Manager, City Departments, City Council, Plan and Architectural Review Commission, Zoning Board of Appeals, the City Attorney, Architects, Contractors, Developers, Property Owners, and the General Public.
- Requires the ability to utilize a wide variety of reference, descriptive, advisory, and/or design data and information such as state building codes and statutes, city codes, master plans, budgets, contracts and non-routine correspondence.
- Ability to express ideas clearly and concisely, orally and in writing to groups and to individuals.
- Ability to communicate technical data and sensitive information to citizens in a clear and persuasive manner.
- Ability to persuade, convince, and or/train others. Ability to advise and interpret how to apply policies, procedures and standards to specific situations.

Mathematical Skills

- Ability to calculate percentages, fractions, decimals, volumes, ratios, present values, and spatial relationships. Ability to interpret basic descriptive statistical reports.
- Prepares and administers the annual operating budget of the Neighborhood Services Department.

Reasoning Ability

- Ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory and/or judgmental criteria.
- Ability to work well under pressure and handle stressful situations, to organize work and set priorities, managing time and resources to meet deadlines and changing demands within the entire operation of administration services.

Other Qualifications

- Residency within the City of Whitewater, or the ability to obtain residency within one (1) year of hire.
- Proficiency in word processing, 10 key calculator, personal computers and electronic data processing.
- Working knowledge of modern office practices and procedures and Microsoft Office.
- Ability to effectively meet and deal with the public.
- Ability to work effectively in cooperation with fellow employees as a member of the administrative staff team.
- Ability to work in and maintain an environment that deals with sensitive and confidential information.
- Valid state driver's license or ability to obtain one within four (4) months.
- Strong technical skills including advanced knowledge of ESRI products, Microsoft Word and Excel, and Adobe and/or graphic design software.
- Working knowledge of Global Positioning Units, software and applications.
- Ability to use GIS to perform complex analysis and data editing tasks; and proven problem-solving skills.

Physical Demands

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

- While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is frequently required to walk; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.
- Specific vision abilities required by this job include close vision, ability to adjust focus, and the ability to sustain prolonged visual concentration.
- Requires the ability to operate, maneuver and or provide simple but continuous adjustment on equipment, machinery and tools such as computer and other office machines, and or materials used in performing essential functions.
- Ability to coordinate eyes, hands, feet and limbs in performing slightly skilled movements such as typing and to operate various pieces of office equipment.
- Ability to recognize and identify degrees of similarities and differences between characteristics of colors, shapes and textures associated with job-related objects, materials and tasks.
- The employee must exert light physical effort in sedentary to light work, occasionally involving lifting, carrying, pushing, pulling, crouching, crawling, kneeling, stooping and or moving up to 50 pounds.

WORK ENVIRONMENT

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

- The noise level in the work environment is moderately quiet except for areas where hearing protection is required.
- Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as repetitive computer keyboards use, irate individuals and intimidation may cause discomfort and poses limited risk of injury.
- Work is performed in both an office and field setting. The employee is required to work outside during adverse weather conditions to include dust, heat, rain, snow and wind.
- During investigations, the employee may occasionally be exposed to hazardous conditions and is required to observe and undertake proper safety precautions.

The City of Whitewater is an Equal Employment Opportunity. In compliance with the American with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

