

**COMMUNITY DEVELOPMENT DEPARTMENT
DEVELOPMENT CENTER MANAGER**

GENERAL DUTIES: Under general administrative direction of the community development director, coordinates economic development activities to include serving as an ombudsperson to development community and citizens exploring and pursuing commercial development in the city including facilitation through the permitting process. May serve as a city liaison to the local economic development corporation and other community organizations with an economic development/enhancement focus. The incumbent will design, implement, monitor, and evaluate programs that encourage economic development in the city, including the downtown and may undertake complex assignments for the city administrator and department head. This is an exempt, mid-management level position.

GENERAL REQUIREMENTS:

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

ILLUSTRATIVE EXAMPLES OF WORK/ESSENTIAL FUNCTIONS:

1. Serve as an ombudsperson to developers and citizens exploring and pursuing commercial and industrial development in the city, including the downtown, and facilitate navigation of the permitting process and coordination of the city's permit streamlining efforts.
2. Coordinate project activities with other city departments to provide policy support on economic development, and business attraction, retention, and expansion issues.

3. Manage the development, coordination, and evaluation of economic development programs and projects coordinating the city's efforts in partnership with local organizations.
4. Act as a city liaison with representatives of professional and employer groups, the financial community, community organizations, and individuals on issues concerning economic development and convey suggestions and recommendations to the community development director and/or city administrator.
5. Develop and implement strategies to assist with business growth and expansion; and respond to inquiries concerning industrial and commercial development opportunities.
6. Advise and inform the community development director on economic development activities, including business assistance, employment generation and retention, commercial project development, and neighborhood commercial revitalization.
7. Assess economic and fiscal impact of business projects to the city.
8. Coordinate various activities and efforts with the local economic development corporation.
9. Evaluate and administer city council approved economic incentive programs.
10. Coordinate the conditions of development with city needs and developer capacity to undertake a proposed project.
11. Skillfully represent the interests of the city when working with the media and making presentations to the public.
12. Attend meetings, workshops, seminars and other similar activities.
13. Understand and comply with the policies and direction of the city council, city administrator, and department head.
14. Conduct special studies and prepare comprehensive reports related to economic development and community development issues.
15. May negotiate and administer development agreements and contracts within parameters provided.
16. Establish and maintain effective communication with public and private organizations related to economic development.
17. Prepare and review documentation and reports for consideration by the community development director, city administrator, and city council.
18. Make presentations before the city council, planning commission, and other groups.
19. May supervise community development staff as assigned.

20. Accept and complete special assignments and projects as may be assigned.
21. Perform related work as required.

REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:

SKILLS:

1. Effective staff report writing.
2. Proficient in customer service techniques.
3. Planning and coordinating the operations of complex programs.
4. Working with the media and making public presentations.
5. Negotiating effectively within time constraints.
6. Establishing and maintaining effective working relationships.
7. Administering contracts and agreements.

KNOWLEDGE: Knowledge of:

1. Laws, regulations, and procedures pertaining to economic development.
2. Economic development finance trends and practices.
3. Economic incentive programs.
4. Business retention and attraction principles.
5. Business, economic, and market forces and indicators.
6. Public, business, and community relations techniques.
7. Marketing and promotional techniques used in the economic development area.
8. Economic development performance measures.
9. Building and planning permit processes.
10. Methods and practices of real estate sales and acquisition.

ABILITIES: Ability to:

1. Analyze complex problems, evaluate alternatives and make creative recommendations.
2. Prepare and present ideas and recommendations effectively, in writing and orally.
3. Establish and maintain effective working relationships with elected officials, supervisors, co-workers, other departments, outside agencies, business and diverse community groups, contractors, developers, and the general public.
4. Research and prepare complex community development, economic development, and real estate data.
5. Organize work, set priorities, and exercise sound independent judgment within general policy guidelines and work direction.
6. Work effectively in a highly visible position.
7. Meet with the public to discuss problems and complaints tactfully, courteously and effectively.
8. Analyze the effectiveness of and make recommendations for changes in procedures and policies.
9. Interpret and apply complex rules, regulations, laws, and ordinances.
10. Operate a personal computer and programs in the course of work.
11. Perform the essential functions of the position.

MACHINES/TOOLS/EQUIPMENT UTILIZED:

Typical office and field environments include the following:

1. Computer, keyboard and monitor
2. Laserjet or ink jet printer
3. Telephone or headset
4. Copier
5. Calculator
6. Plan-copying machine
7. 10-key adding machine
8. Facsimile machine
9. Optical character reader
10. Palm Pilot or other hand held computing devices
11. Two-way radio

12. Polaroid or digital camera
13. Paper shredder
14. Paper cutter
15. Plans, maps and blueprints
16. Presentation equipment, microphones, easels, overhead projectors, etc.
17. Specialized computer software
18. Automobile

PHYSICAL DEMANDS:

Under typical office or field conditions, employee will perform the following physical activities, which include handling files, books, binders, planning equipment, and boxes of work-related material:

1. Sitting, for very prolonged periods of time attending meetings or working at the computer.
2. Walking, during site visits, inspections etc.
3. Hiking, during site visits, or when inspecting various business sites, etc.
4. Standing, during Council meetings or other public presentations, for up to an hour.
5. Kneeling
6. Bending/stooping
7. Twisting
8. Reaching
9. Carrying
10. Pushing/pulling
11. Lifting, up to 25 lbs.
12. Driving
13. Speed, in meeting deadlines and in using office equipment.

SENSORY DEMANDS:

Under typical office or field conditions, employee utilizes these senses while using a computer, typewriter, telephone, fax machine, copier, adding machine, paper shredder, paper cutter, camera, microphone, overhead projector, easel, automobile, etc.:

1. Seeing
2. Speaking/Hearing
3. Touching
4. Smelling

ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:

Office Conditions:

1. Indoors: Typical office conditions, over 75% of the time.
2. Flooring: Low level carpeting, linoleum, tile, wood, etc.
3. Noise Level: Conducive to office settings with phones, copiers, faxes, or printers.
4. Lighting: Conducive to normal office setting.
5. Ventilation: Provided by central heating and air conditioning.

6. Dust or Fumes: Normal, indoor levels associated with dust and odors from paper, blueprints, ink pens, plan copier, copy machines, cartography or other office-related equipment.

Field Conditions:

1. Outdoors: Typical field conditions during site visits and inspection activities, less than 20% of the time.
2. Travel: Under varying conditions via automobile or plane, less than 5% of the time.
3. Flooring: Asphalt, grass, dirt, wood, carpeting, linoleum, tile, uneven surfaces, etc.
4. Noise Level: Varying low to high equipment noise may occur during site visits or inspections.
5. Lighting: Normal outdoor conditions, with some exposure to extreme weather conditions.
6. Ventilation: Heating and air conditioning provided by vehicle or plane.
7. Dust or Fumes: Normal to high outdoor levels associated with construction and inspection activities.

HAZARDS:

During a site visit, inspection, or enforcement activity, there may be a higher risk of exposure to mechanical or electrical hazards due to the nature of construction sites or businesses that manufacture or process various materials. In addition, there is some exposure to mechanical hazards when utilizing a vehicle.

Under typical office conditions, mechanical or electrical exposure is minimal while properly using standard office equipment such as a telephone, computer, printer, copier, adding machine, fax machine, radio, paper shredder, paper cutter, microphone, overhead projector, etc.

ATMOSPHERIC CONDITIONS:

Minimal to low exposure to fumes occurs in the field when visiting or inspecting construction sites or businesses. There is minimal exposure to fumes in a typical office environment, which may result from the use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

REQUIREMENTS, TRAINING, EXPERIENCE, AND QUALIFICATIONS:

1. Bachelor's Degree from an accredited college or university with major course work in Public Administration, Urban Planning, Business Administration, Economics, or a related field of study.
2. At least three years of full-time, highly responsible experience with general development, economic development, and project management experience. Experience in both public and private sector preferred.
3. At least three years of management-level supervisory experience strongly preferred.
3. Strong customer service, interpersonal and oral/written communications skills.

4. The capacity to make incisive, effective, and fiscally responsible decisions.
5. The highest level of personal and professional integrity.
6. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicle(s).
7. Willingness to continue education and training by learning new skills as changes occur. Expand skills by taking additional courses, and attending seminars, workshops, and individual study.
8. Pass a post-offer medical examination, which includes a drug test.
11. Pass a Department of Justice criminal record check for employment.
12. Prefer non-tobacco user.