



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.

Job title	Director of Development Services
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GENERAL PURPOSE

Under policy direction, plans, organizes, directs and implements strategies for development services programs which support the District's infrastructure and services for commercial, industrial and residential developments; provides expert professional assistance and guidance to District staff and management on development services matters; ensures effective and efficient high-quality work in the managed programs; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a department director classification that oversees, directs, and participates in all activities of the Development Services Department including short- and long-term planning as well as development and administration of departmental policies, procedures, and services. This class provides assistance to executive management on a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, District functions and activities, including the role of the District's Board of Directors, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering District goals and objectives within general policy guidelines.

SUPERVISION RECEIVED AND EXERCISED

Receives policy direction from the Assistant General Manager of Planning, Engineering, and Construction. Exercises direct supervision over supervisory, professional, technical and administrative staff through subordinate levels of supervision.

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.

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- Plans, organizes, controls, integrates, and evaluates the work of the Development Services Department, and ensures that related programs are developed and administered to meet the District's needs.
- Directs and manages the work of staff and consultants to facilitate the activities of land entitlement, facility-related development conditions, facility design review and plan checking, and associated fee collections involving commercial, industrial, and residential development projects.
- Manages and directs the development, implementation, and evaluation of short and long-term department plans, policies, systems and procedures to achieve annual goals, objectives and work standards focused on achieving the department's mission and assigned priorities.
- Participates in annual budget development process, and monitors department expenditures against the annual department budget.
- Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment, which exhibits the department's and the District's mission, strategic plan, objectives and values.
- Selects, trains, motivates, and directs department staff; establishes performance requirements and personal development targets; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's personnel rules, policies and labor contract provisions.
- Coordinates or oversees staff's coordination of development projects through the District's Development Services processes; meets with development interests on "high-profile" and large-scale projects, which may significantly impact District infrastructure capabilities; facilitates the resolution of problems in the review and approval process; negotiates fees and charges for service connections; authorizes construction orders for approved projects; assists in closing of projects and collection of unpaid fees.
- Directs and/or directly participates in the development, modification, or updating of District rules and regulations, ordinances, fee studies, and special studies as they apply to the Development Services Department including, but not limited to, Financial Participation Charges, Fees-for-Service, and Rate Studies.
- Provides professional assistance to the District's executive management, Board of Directors, and other departments regarding significant land development matters; meets with District departments to discuss and coordinate development conditions and facility infrastructure needs to support proposed development; engages with community and land agency stakeholders for the resolution of related project issues.

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- Negotiates and drafts a diverse range of interagency, financial participation, and/or service and facility construction agreements; coordinates agreement preparation and reviews with multiple parties including attorneys, developers, technical consultants and District departments. Oversees the preparation of standard service and facility construction agreements.
- Analyzes proposed state and federal laws, regulations, and court decisions for their impact on District development services and operations; recommends and implements policy and procedure changes consistent with requirements.
- Prepares, reviews and presents staff reports, various management and information updates, project status reports, business correspondence and related written documentation.
- Within assigned areas of accountability, serves as the District's representative to professional, industry and community groups and customers and to other agencies, organizations and individuals.
- Directs or conducts research and analysis of the District's needs and requirements in assigned areas of responsibility, recommends appropriate actions and implements programs.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

Continuous Improvement Related Duties:

- Applies Continuous Improvement principles in the deployment of branch and department business plans, processes and performance measures, ensuring that they align with District's Strategies and Operational Plans.
- Participates in organizational performance assessments and the system of continuous improvements and effectively integrates and evaluates the linkages between the District's key value creation and support processes and related key performance indices.
- Ensures effectiveness of the business processes undertaken by the division, department, or branch.
- Defines customer service segments being served and establishes processes to obtain feedback to improve performance.
- Develops, maintains, and utilizes departmental performance indicators in making decisions.
- Establishes performance criteria for assigned staff.
- Ensures a thorough understanding of the Strategic Planning Cycle with each individual's responsibility associated with the cycle.

- The incumbent, while exercising his/her authority, shall abide by and promote the District's values and beliefs and adhere to the District's ethics policy.

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.
- Organization and management practices as applied to the development, analysis and evaluation of programs, policies, and operational needs of the assigned areas of responsibility.
- Principles and practices of leadership.
- Principles and practices of public administration, including budgeting, purchasing, and maintenance of public records.
- Organization, function, role and authority of a public agency Board of Directors.
- Principles and techniques of working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Policies, procedures and practices applicable to the review and approval of water, sewer and recycled water service plans for developer projects.
- Theory, principles, industry standards, public codes, practices and techniques pertaining to land development, construction and water and sewer utility operation.
- Principles and practices of infrastructure master planning, and land development planning as it relates to development service impacts.
- Principles and practices in accounting for the collection and refund of fees, charges, and allowances associated with development projects.
- Principles and practices of consultant services evaluation and selection.
- Principles and practices of contract law.
- Federal, state and local laws, regulations, and court decisions applicable to assigned areas of responsibility.
- Research methods and analysis techniques.
- District personnel rules, policies and labor agreement provisions.
- 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.
- The means of developing alignment between strategic goals and individual performance standards.
- Practices of process mapping (control).
- Practices of structured problem solving.
- The Strategic Planning Cycle and the various responsibilities within that cycle.

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.
- Plan, direct, oversee and manage the staff and operations of comprehensive development services programs involving strategies for District service impacts to commercial, industrial and residential developments.
- Develop and implement goals and objectives, practices, policies, procedures and work standards.
- Understand, interpret, explain and apply District, state, and federal policy, law, regulation and court decisions governing assigned areas of responsibility.
- Provide administrative, management and professional leadership for the District and the department.
- Present proposals and recommendations clearly and logically in public meetings.
- Plan and direct a broad range of programs and services directed to building and maintaining the District's image in the community and with key stakeholders.
- Develop complex technical solutions using professional standards and engineering judgment.
- Develop and implement appropriate procedures and controls.
- Analyze and make sound recommendations on complex development services issues and strategies.
- 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.
- Represent the District effectively in project contract and construction management negotiations.
- Prepare clear, concise and comprehensive correspondence, reports, studies, and other written materials.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

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- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Continuous Improvement Based Abilities:

- Develop a systems perspective for managing department operations and its key processes to achieve results.
- Use the seven continuous improvement categories and the core values as building blocks for department operations.
- Define and explain key processes and process requirements within the department.
- Develop and deploy strategic plan elements and key performance measures consistent with District goals.
- Develop and maintain continuous improvement in all areas of operations.
- Develop and monitor performance standards for all divisions within the department.
- Ensure department goals and objectives are aligned with other departments, branches, and the District as a whole.
- Track and monitor department performance.
- Make sound decisions based on departmental performance indicators.

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:

- Ten (10) years of progressively responsible experience in support of land development or water/wastewater/recycled water utility projects, five (5) of which should be in a management capacity. Experience in the development services department of a governmental or public utility setting is preferred.

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in business administration, finance, public administration, engineering, or a related field.
- Master's degree from an accredited college is highly desirable.

Licenses/Certifications:

- Active licensure as a Professional Engineer issued by the California Board for Professional Engineers, Land Surveyors, and Geologists is required.
- A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

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 to operate a motor vehicle and visit various District sites; 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.

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

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>October 2, 2019</i>
Date modified:	<i>October 5, 2023</i>
FLSA determination:	<i>Exempt</i>

Job Description Acknowledgment

I have received, reviewed and fully understand the job description for Director of Development Services. 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: _____