

## 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 Coordinator
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### GENERAL PURPOSE

Under direction, provides project coordination and contract administration support to the District's development services function; coordinates the more complex developer-financed infrastructure projects; supervises the work of technical and clerical staff responsible for intake and processing of more routine service applications; performs technical and administrative engineering support work related to District and development projects; and performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS

The Development Services Coordinator performs detailed and highly responsible work in coordinating developer-financed projects and contract administration activities in the District's development services function. Assignments require close coordination with engineers, developers, contractors, property owners, and District personnel in ensuring compliance with regulatory requirements. The incumbent is responsible for monitoring, tracking, coordinating, and inspecting new and existing projects. The work requires a thorough knowledge of District rules, regulations, policies, and procedures and the use of initiative and judgment carried out with a high degree of accuracy.

### SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Development Services Manager. Exercises direct supervision over technical and clerical 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.*

- Directs, plans, organizes, controls, integrates, and evaluates the work of assigned staff; develops, implements, and monitors work plans to achieve district and departmental goals and objectives; contributes to the training and development of staff to deliver excellent customer service; monitors employee performance and provides coaching for improvement and development; subject to management

concurrency, 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.

- Supervises, audits, and participates in developing, implementing, and evaluating plans, work processes, systems, and procedures to improve efficiency in work-flow processes and achieve annual goals, objectives, and work standards.
- Provides support, direction, and coaching to subordinate employees in the area of performance management, problem resolution, planning, and work assignments ensuring that they align with District's strategic and operational plans; confers with management to develop sound procedures and practices.
- Contributes to the development of, and assists in preparing and monitoring, performance against the annual division budget.
- Prepares standard and non-standard Developer Facility Agreements; evaluates potential frontage reimbursements/frontage to be paid; evaluates conformance with public funds requirements related to District oversizing contributions and reimbursement for additional facility capacity; ensures accurate fee calculations and tracking, as well as collection of appropriate fees.
- In accordance with District and mandated requirements, receives, reviews, interprets, and makes recommendations related to performance bonds, guarantee bonds, letters of credit, and commercial insurance policies/coverages to protect the District's interest.
- Reviews and participates in data collection and data analysis for a wide variety of planning, plan check activities, and policy development matters; interprets policy documents such as Administrative Code, ordinances, resolutions, and standards; provides assistance and guidance to personnel and the development and business communities on these matters.
- Recommends systems/methods for proper collection of Financial Participation Charges or District financial obligations related to standard and non-standard developer agreements; reviews, approves and recommends corrective action related to monthly and quarterly financial reporting of collected Financial Participation Charges.
- Prepares or reviews and approves a variety of memoranda, technical reports, specifications, graphs, charts and other specialized documents; composes customer correspondence; writes or reviews and approves periodic progress reports on construction and expansion developer projects.
- Works closely with finance to record, collect, track, and reconcile reimbursement and revenue collection obligations related to connection fees, EDU assignment, specialized agreements, Special Benefit Area Surcharge Fees, and developer

deposits; tracks, evaluates, and takes action on District obligations related to validation of prior paid connection fees.

- Maintains, implements, and updates new service application processing procedures and policies; ensures new service applications/agreements are administered in a timely and accurate manner; prepares summary reports with detailed information regarding new customers; reviews data on development project status and assists in generating reports on development services performance metrics.
- Administers the processing of water, sewer, and recycled water plans and fees; performs project administration duties such reviewing plans and coordinating internal interdepartmental work as necessary.
- Manages the most difficult and complex projects of the development section; reviews plans for adherence to District standards; monitors work in progress; reviews staff work products and provides technical assistance and guidance; directs and participates in coordination of developer-driven development plan feasibility.
- Prepares project reports, cost estimates, and correspondence between the District and the contractors, developers, public agencies, and other parties.
- Provides information to developers, engineers, contractors, and property owners regarding the District's project due diligence, plan of service, plan review and approval, and agreement processes, including estimated processing times; answers contractor's requests for information; acts as liaison to coordinate with cities and other agencies, ensuring proper communication and processes are in place to ensure compliance with Board policies and regulation.
- Meets with developers, landowners, and other public and private agencies regarding District's development process, requirements, rules, and regulations; receives, investigates, and resolves problems and complaints brought forth by applicants, developers, and external agencies related to the development process.
- Monitors the processing of developer projects through the review and approval processes; identifies problems in timely processing and coordinates meetings with other departments and the customer to resolve technical problems and issues.
- Assists engineering staff, customers, developers, and contractors with matters needed to start and complete projects; prepares required documentation for construction agreements, fees, and annexations.
- Supports the update, design, and implementation of applications or systems to improve efficiency and support best practice.
- Stays current on proposed policies, Board resolutions, and amendments that pertain to new development activity.
- Ensures a thorough understanding of the Strategic Planning Cycle and participates in its development and deployment.

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- Adheres to office procedures including record management policies and procedures, ensuring compliance with the District's retention policy.
- Ensures staff comply with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **REQUIRED QUALIFICATIONS**

### Knowledge of:

- Principles of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles, practices, methods, and materials of engineering support work including planning, mapping, specifications, estimation, and construction in assigned areas of responsibility.
- Effective methods and techniques for facilitation of agreements.
- Performance bonds, guarantee bonds, letter of credit, commercial insurance policies/coverages.
- Principles and practices of contract administration.
- Principles and practices of project management.
- Principles and practices of construction management.
- Materials, equipment, and building code requirements applicable to facilities construction.
- Research methods and techniques.
- District personnel rules, policies, and labor contract provisions.
- District water, sewer, and recycled design criteria, rules, and regulations.
- District policies, procedures, and practices in assigned areas of responsibility.
- 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.
- Customer service practices and etiquette.
- Standard office practices and procedures including record keeping and filing.
- Sound business communication practices.
- 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.

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.
- Interpret, explain, and reach sound conclusions in applying complex District rules, policies, and procedures regarding development project plan review and approval.
- Perform engineering support work in a variety of work areas.
- Read and interpret engineering drawings.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- Apply advanced mathematical concepts to include integration of related functions.
- Perform and interpret statistical calculations.
- Perform a full range of analytical calculations.
- 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.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Follow and apply written and oral work instructions.
- 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.

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:*

- Four (4) years progressively responsible experience providing technical support to an engineering program, two (2) of which should be in a supervisory capacity, preferably in a municipal or water utility environment.

Education:

- Equivalent to an associate degree in engineering, construction management, or a related field. A bachelor's degree is desirable.

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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.

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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>July 18, 2018</i>
<b>Date modified:</b>	
<b>FLSA determination:</b>	<i>Exempt</i>

**Job Description Acknowledgment**

*I have received, reviewed and fully understand the job description for Development Services Coordinator. 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:* \_\_\_\_\_