

**JOB DESCRIPTION**  
**Development Services Supervisor**  
**Code Number: 16013**

**GENERAL PURPOSE**

Under general direction, plans organizes, trains and supervises Development Services Representatives who receive, review and process developer and property owner requests for water, sewer, recycled water, landscape irrigation, calculate installation fees and connection charges, perform research, respond customer questions and problems, review technical submittals for completeness and basic technical information, route service applications and related plans and documentation for review, accept and process fire hydrant construction meter requests, set up project files and customer accounts; performs special projects and handles the more difficult, complex or sensitive customer project problems and disputes; reviews Applications for Service for accuracy prior to issuance to customers and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

This single position class reports to the Development Services Manager and is responsible for the supervision of the Development Services Representative activities. The incumbent is responsible for planning, coordinating, tracking and providing technical expertise to the Development Services process to ensure work is performed efficiently, accurately and in strict adherence with District policies and procedures and public agency regulations. The position requires a high degree of independent judgment and a thorough knowledge of the department's functions, policies and procedures and performs a variety of difficult and specialized assignments. The incumbent is responsible for formulating and implementing the unit's goals and objectives and assists in developing and implementing processes and procedures.

This class is distinguished from the lower class of Senior Development Services Representative in that it is a full first line supervisor. It can be further distinguished from the higher class of Development Services Manager by that classification's managerial and administrative responsibilities.

**ESSENTIAL 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 class.*

- Supervises, plans, coordinates and evaluates the work of assigned technical staff; develops, implements and monitors work plans to achieve goals and objectives; contributes to the development of and assists in preparing and monitoring performance against the annual division budget; supervises and participates in developing, implementing and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards; identifies problem areas and directs remedial action.

- Establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's personnel policies and labor contract provisions.
- Reviews Application for Service and associated documentation; including site plans and insurance for conformance with District standards and policies prior to issuance to customers.
- Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment that supports achieving the department's and the District's mission, objectives and values.
- Schedules and assigns the work of the District's Development Services Representatives.
- Oversees the direction and training of new employees on preparation of Applications for Service, District's Water and Sewer Rules and Regulations, and Development Services practices including use of telephone and computer equipment, submittal review, data requirements of the multiple software systems in use within the group including Small World, CityView, Sport, Coins, Maximo and ebweb; directs, advises, and assists subordinate positions with difficult or unique issues the arise with Applications for Service and evaluates DSR's for their consistency and effectiveness in preparing and processing Applications for Service; observes and evaluates training performance.
- Maintains implements and updates Development Services processing procedures and policies for the section and other engineering personnel; ensures projects preparing Applications for Service are processed in a timely and accurate manner.
- Prepares summary reports with detailed information regarding Service Application volume and DSR performance data for upper management.
- Participates in staff meetings and provides recommendations in connection with routine departmental, administrative and legal procedures.
- Balances the scheduling of staff among assignments to accommodate customer demand; monitors representatives' interaction with customers in person and by telephone to provide coaching to improve customer service techniques and assistance.
- Assumes the more difficult customer relations situations, involving upset and dissatisfied customers and requiring a high degree of sensitivity and use of sound independent judgment; takes action to resolve complaints where appropriate.
- Receives and refers correspondence and complaints to appropriate staff and/or takes or recommends action to resolve the complaints.
- Works with Information Systems staff to design, evaluate, develop, test and install enhancements to the various software systems in use within the Development Services Group; establishes priorities; defines system user requirements and assists in design and implementation of system enhancements; defines user training and implementation needs; directs and oversees implementation of systems changes.
- Provides technical assistance to staff.

- Inspects and evaluates work being performed; identifies problem areas and directs remedial action.
- Prepares and maintains a variety of records and reports, including time cards, worksheets, accident reports, program documents, and routing.
- Schedules and coordinates activities with other departments and divisions, customers, contractors and other agencies.
- Requisitions necessary equipment and supplies, and reviews and approves requests by subordinates.
- Carries out the District's safety program; ensures subordinates follow safety policies in work methods and procedures; enforces proper safety precautions while working in dangerous situations; educates employees on rules, regulations, safe work habits and potential hazards presented by their work environment.
- Evaluates equipment and materials used in the work group and recommends changes and/or additions, as required.
- Prepares special or recurring reports or special studies; develops recommendations to improve department operation; coordinates work with various divisions and other users in making system modifications.
- Ensures compliance of unit work to pertinent codes, regulations and guidelines.
- Monitors a variety of division performances to improve service delivery; identifies and evaluates customer trends and recommends and implements improvements.
- Researches and assembles information from a variety of sources for the preparation of records and reports; makes arithmetic or statistical calculation; organizes and maintains office files; conducts special studies and recommends organizational, procedural or other changes.
- Performs related duties as assigned.

## **CONTINUOUS IMPROVEMENT RELATED DUTIES**

- Supports and promotes the application of continuous improvement principles in the oversight of operations within the business unit.
- Assists in the development and maintenance of best practice in unit work processes and supports the philosophy of continuous improvement.
- Develops and monitors team and individual performance measures, ensuring that they align with District's Strategic and Operational Plans.
- Ensures a thorough understanding of the Strategic Planning Cycle and participates in its development and deployment.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Knowledge of:**

District Water, Recycled Water and Sewer Rules and Regulations; District policies, procedures

and practices applicable to installation of domestic, commercial, landscape irrigation, and other water, recycled water and sewer service connections; District personnel rules, policies and labor contract provisions; improvement districts, the annexation process and assessment districts to determine project requirements and fees; meter service operations and issues applicable to assigned functions; basic engineering and construction terminology; customer service practices and etiquette; ; office administrative practices and procedures; principles and practices of sound business communication; recordkeeping, filing and purchasing practices and procedures; principles and practices of effective supervision sound business communication practices; correct English usage, including spelling, grammar and punctuation; policies and procedures for billing, credit and collections; the operations, uses and requirements of SPORT and CityView.

### **Ability to:**

Prepare clear and concise correspondence and other written materials; Operate a computer using word processing and other standard business software; operate other standard office equipment; organize work, set priorities and exercise sound independent judgment within established guidelines; interpret, explain and reach sound conclusions in applying complex District Water and Sewer Rules and Regulations, policies and procedures regarding water, recycled water and sewer service installation and rates; read and interpret engineering drawings, quad sheets and maps; perform mathematical calculations quickly and accurately; follow and apply written and oral work instructions; communicate clearly and effectively, orally and in writing; prepare clear, accurate and concise computer entries and basic correspondence; use tact, discretion, patience and understanding in dealing with customers and the public, including sensitive and potentially volatile customer relations situations; maintain sensitive and confidential information; establish and maintain highly effective working relationships with District staff, developers, contractors, property owners and others encountered in the course of work.

## **Continuous Improvement Based Knowledge and Abilities**

### **Knowledge of:**

The core values, concepts, and framework of continuous improvement criteria, including the principles of management by fact, and organizational and personal learning; familiar with process mapping and structured problem solving; theoretical and practical knowledge necessary to develop and monitor individual performance standards, and insure they align with key performance measures for the unit.

### **Ability to:**

Maintain and utilize process flow charts for key processes, with performance standards related to customer and stakeholder needs; validate customer requirements; create a workplace that values employees, encourages their development, values their participation, and encourages innovation; create an environment of continuous improvement and to ensure business unit results consistent with expectations in key performance measures.

### **Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and three years of increasingly responsible office

administrative or customer service experience, with at least one year in a lead or supervisory position; or an equivalent combination of training and experience. Office administrative experience that provides familiarity with engineering and construction terminology or experience providing technical engineering support.

## **PHYSICAL AND MENTAL DEMANDS**

*The physical and mental 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.*

### **Physical Demands**

While performing the duties of this class, employees are regularly required to sit; talk or hear, both in person and by telephone; use hands repetitively to operate, finger, handle or feel office equipment; and reach with hands and arms. Employees are frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret complicated data and information; make arithmetic calculations; analyze and solve customer problems; observe and interpret people and situations; learn and apply new information; rapidly perform highly detailed work on multiple, concurrent tasks; work with constant interruptions; interact with District managers and staff, developers, contractors, property owners, customers who may be upset and dissatisfied, and the public.

## **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 under office conditions involving a public counter, high telephone volume and the noise level is moderately quiet

**FLSA DETERMINATION:** Meets executive exemption from overtime.