

COMMUNITY DEVELOPMENT OPERATIONS SPECIALIST

General Statement of Duties

Manages the Community Development Department's development review and permitting process as related to the North Carolina Building Code, Town of Kernersville Unified Development Ordinance, and in accordance with other Federal, State and local laws. Performs professional level office management and administrative support functions for the Community Development office. Reports directly to the Development Services Manager and is responsible for the Division's front office operations.

Distinguishing Features of the Class

This position is the lead Community Development staff member for the development review process in coordination of architectural plan reviews submitted by engineers, landscape architects, land planners, developers, realtors and citizens. Serves as the lead staff in managing the inflow and outflow of development review applications, permitting, and inspections. In addition, is the office manager assuring purchasing complies with Finance Department policies, time keeping complies with Human Resource policies, and provides the Community Development Director with monthly budget updates and reports. Work also includes performing special projects and activities for the Community Development Director and/or Community Development staff as required. Work requires an extensive knowledge of the following:

- Construction and development.
- Administrative practices and procedures.
- Principles of grammar, spelling, and composition.
- Skill in disseminating information, data, and material in a professional manner.
- Principles and practices of community development.
- Development reviews and permitting procedures.

Independent judgment and initiative are required. Work is performed under the supervision of the Development Services Manager, and is evaluated through observation, conferences, deadlines, and the quality and effectiveness of work completed.

Essential Duties and Illustrative Examples of Work

- Provide technical project review for assigned projects by facilitating the interagency review process and managing all associated citizen issues.
- Lead the weekly meeting of review staff that includes building inspectors, engineers, planners, and emergency service personnel.
- Compile reports required by management, boards, commissions, or government agencies.
- Address errors and complaints.
- Provide service to customers by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution.
- Communicate with managers, supervisors, co-workers, citizens, and others, with the ability to maintain confidentiality as needed.
- Manages the Community Development Department's public portals consisting of electronic inquiries, phone calls, and office visits.
- Responsible for managing and updating the Department's electronic permitting software.

- Responsible for training staff to use the Department's electronic permitting software.
- Responsible for the issuing of construction permits.
- Assigns inspection and processing fees for issued permits.
- Responsible for reviewing all the Department's financial transactions to determine compliance with Finance department policies. Train and advise staff on compliance with Human Resources time keeping policies.
- Draft correspondence, memoranda, notes, reports, forms, or other materials as needed; review work for compliance with instructions, spelling, punctuation, and grammar; proofreads final proof of materials. Review and verify records and reports for correct information.
- Screens calls and inquiries; secures and gives information; handles public requests for services or information, specifically requests that relate to development activities.
- Receives and greets visitors; gives information concerning visitors' needs; handles some requests independently.
- Secures information via telephone or personal contacts; selects appropriate materials to answers questions.
- Performs related duties as required.

Knowledge, Skills, and Abilities

- Considerable knowledge of the construction industry as it relates to permitting and code compliance.
- Ability to work with engineers, architects, and licensed contractors on facilitating their projects through the permitting and inspection process.
- Considerable knowledge of standard office management, and administrative practices and procedures; considerable knowledge of the principles of grammar, spelling, and composition.
- Ability to calculate fees, collect money, code invoices, and generate purchase orders.
- Ability to plan, organize, and prioritize a variety of work functions.
- Ability to communicate effectively in person and by telephone.
- Ability to gather and give basic information and instructions on departmental programs based on inquiries.
- Ability to gather and compile materials from a variety of sources.
- Ability to establish and maintain effective working relationships with the general public, contractors, and employees.
- Ability to manage several projects simultaneously and meet firm deadlines.

Physical Requirements

- Must be able to physically perform the basic life operational support functions of talking, hearing, and repetitive motions.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.
- Must possess the visual acuity to prepare data and statistics, operate a computer terminal, proof read materials, work with accounting processes, and do extensive reading.

Desirable Education and Experience

Associates Degree in Business Administration or Construction Management, or closely related field with some administrative experience at a journey level; or an equivalent combination of education and

experience. Completion of the following courses within two years of employment: Introduction to Planning, Introduction to Zoning, and NC Building Code Law and Administration.

Fair Labor Standards Act (FLSA) Status

Non-Exempt

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