

**CITY OF BIG RAPIDS
JOB DESCRIPTION**

NEIGHBORHOOD SERVICES DIRECTOR

Supervised By: City Manager
Supervises: Employees of the Neighborhood Services Department

Position Summary:

Under the general direction of the City Manager, supervises and participates in the provision of neighborhood services including planning, zoning, rental housing and building inspection, code enforcement, grant management, capital improvement planning and community and economic development. Serves as Department Head liaison for Big Rapids Community Library. Assists the City Manager with special projects. Serves as the City's public relations officer.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Plans, organizes, and directs all aspects of departmental operations including personnel, budgeting, general administration, and capital needs assessment. Develops, recommends and implements departmental policies and procedures, internal controls, and departmental goals and objectives in accordance with departmental needs, City directives and legal requirements.
2. With City Manager approval, recruits and hires departmental employees through Human Resources coordination. Assigns work, supervises personnel, evaluates performance, and oversees training and professional development. Takes disciplinary action according to established procedures.
3. Develops the annual Neighborhood Services Department and Big Rapids Community Library operating and capital budgets for review by the City Manager. Ensures budgeting procedures are followed and expenditures are maintained within the approved budgets. Checks and approves timesheets and leave requests.
4. Leads and participates in efforts to establish and enforce planning, zoning, housing and rental inspection, and code enforcement plans and ordinances. Provides assistance to citizens, educates the public on planning and zoning issues.
5. Administers, analyzes and enforces zoning ordinance provisions. Researches and draft recommendations for amendments to the zoning ordinance and map. Assists contractors, property owners, engineers, architects and developers with interpreting and complying with the zoning ordinance.
6. Reviews land development, subdivision and site plans for conformance to all applicable regulations, code and ordinances. Identifies, tracks and works to correct non-conforming uses of property. Performs site inspections. Verifies site layout is consistent with approved plans. Orders work to be modified or stopped if violations are discovered.

7. Plans and supervises the development and revision of the Master Plan. Prepares and/or oversees the preparation and compilation of planning law and zoning amendment studies.
8. Oversees and participates in grant writing and administration. Researches potential grant opportunities, compiles supporting documentation, and ensures application deadlines and other grant requirements are met.
9. Supervises the development of the City's capital improvement program. Compiles capital improvement requests submitted by each department, and leads the effort to prioritize and organize the various requests.
10. Provides technical reviews and advice to the City Manager and other City departments. Serves as staff liaison and provides technical support to the Planning Commission, City Commission, Library Board, Property Maintenance Board of Appeals, Good Neighbors and the Zoning Board. Conducts research, develops background and supporting information and staff recommendations.
11. Researches planning, zoning, code enforcement, rental housing, building, and community development issues. Prepares summaries and presents findings.
12. Serves as the City public relations officer.
13. Prepares and maintains reports and records of zoning issues, variances, permit applications and approvals, and other pertinent information.
14. Works cooperatively with residents and businesses to develop solutions to neighborhood and community development issues. Promotes positive neighborhood relations. Investigates complaints, gathers data, facilitates discussions, resolves complaints, provides information and assists with permit applications.
15. Completes special projects as assigned by the City Manager. Member of the management Safety Committee.
16. Serves as staff liaison to the Downtown Development Authority and TIF plans. Provides input and guidance on issues related to development and planning. Attends other community meetings to represent the City's interests and improve communications. Serves as liaison to Brownfield Development Authority.
16. Keeps abreast of legislative and regulatory developments, new administrative techniques and current issues in the community development and planning/zoning fields through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.
17. Maintains membership in Big Rapids' civic organization to promote outreach and public relations.
18. Performs related work as required.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- A Bachelor's Degree in urban planning or a related field.
- Three years of experience in a planning or community development department, including supervisory and administrative duties. Municipal experience preferred.
- The City, at its discretion, may consider an alternative combination of formal education and work experience.
- A Michigan Vehicle Operator's License.
- Substantial knowledge and understanding of applicable state and local land-use ordinances and regulations.
- Substantial knowledge of the principles and practices of municipal planning, land-use management, grant writing, code enforcement and comprehensive community development.
- Knowledge of the practices of plan review and site inspection.
- Knowledge of municipal operations as they relate to the development and growth of the City, and general understanding of municipal operations as a whole.
- Skill in compiling and evaluating complex planning, land-use, and zoning code guidelines and formulating policies, standards, and service recommendations.
- Skill in managing diverse services associated with planning, zoning, code enforcement and community promotion.
- Demonstrated skill and experience in the use of office equipment and technology, including Microsoft Suite applications and the ability to master particular software programs utilized by the City including GIS.
- Ability to effectively communicate and present ideas and concepts, and make presentations in public forums.
- Ability to establish effective working relationships and use good judgement, initiative and resourcefulness when dealing with developers, residents, elected officials, employees, other governmental and regulatory agencies, and professional contacts.
- Ability to critically assess situations and solve problems, and work effectively under stress, within deadlines, and changes in work priorities.
- Ability to train, supervise and evaluate the work of others.
- Ability to travel to various locations within the City.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate with others in person and on the telephone. The employee is frequently required to review and produce written and electronic documents and drawings. The employee must regularly lift and/or move items of light weight. The employee is frequently required to travel to other locations within and outside of the City. The employee is frequently required to attend meetings and make public presentations.

While performing the duties of this job, the employee regularly works in a business office setting. The noise level in the work environment is usually quiet. The employee occasionally works in other areas of the City and may be exposed to outside weather conditions, fumes or airborne particles and other outdoor or work site conditions.

September, 2018