

CLASS TITLE: DIRECTOR OF DEVELOPMENT SERVICES

PURPOSE OF THE CLASSIFICATION:

Under administrative direction is responsible for professional administration of the City's development services activities, including plan review, permitting, inspections, and infrastructure development and other related duties as assigned.

ESSENTIAL TASKS:

- Directs the operation of Development Services, including building and infrastructure plan review, permit center, and inspection services sections, evaluating performance and managing staff levels to maintain production schedules and ensure customer service satisfaction
- Develops and administers the Development Services Division's annual budget, making recommendations and monitoring the execution of the budget
- Coordinates, motivates and supervises the work of subordinate personnel, communicating policies, procedures, goals and objectives
- Prioritizes and allocates available resources; reviews and evaluates service delivery, makes recommendations for improvement and ensures maximum effective service delivery, with a focus on maintaining and improving customer satisfaction
- Assesses and monitors workload, administrative and support systems, and internal reporting relationships, leveraging performance data to understand trends and drive decision-making; identifies opportunities for improvement and implements changes
- Proactively establishes and maintains positive and productive relationships with property owners, business owners, and members of the development community throughout the city
- Reviews and makes recommendations regarding ordinances and ensures the development of policies and procedures that enable private development, compliance with ordinances and codes, and timely completion of projects
- Interprets standards, building (residential, commercial and industrial) codes and design guidance for the public
- Proactively researches and develops an understanding of best practices in facilitating development and improving public development processes, and confers with elected and appointed officials to improve development policies
- Collaborates with Engineering Services, Tulsa Planning Office, and City Legal departmental leadership to analyze, review, and improve cross-departmental development processes, with a focus on improving customer experience and satisfaction
- Manages Development Services' safety program and coordinates training of new personnel
- Attends Council, Commission and board meetings to explain development policies and projects
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in engineering, architecture, building science, business administration, or related field and a minimum of ten (10) years of progressively responsible experience in public administration and/or as a registered professional engineer, architect, inspector, contractor, or superintendent of construction with code interpretation and supervisory experience required and advanced degree desirable.

Knowledge, Abilities and Skills:

Knowledge of:

- Comprehensive knowledge of public development objectives, purposes, methods and practices
- Comprehensive knowledge of federal and state laws and regulations and City of Tulsa ordinances and policies

- Considerable knowledge of the principles and practices of architecture, particularly as applies to the building industry
- Considerable knowledge of the ICC family of codes and City zoning code
- Practices of researching development-related issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person, via email, and over the telephone
- Principles and techniques of public administration, effective human resources management and supervision, and governmental budgeting, accounting, and finance

Ability to:

- Plan, direct and supervise the work of professional and sub-professional personnel engaged in a variety of reviews and permitting activities
- Demonstrated ability and skill to negotiate sensitive issues, resolve problems, and effectively communicate both orally and in writing with all levels of staff, government officials, property owners, business owners, business associations, and the public
- Consistently interpret plans and specifications
- Properly interpret and make decisions in accordance with laws, regulations, and policies
- Evaluate and develop improvements in operations, procedures, policies, or methods
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques
- Analyze data related to development processes, timelines, and outcomes and make process and policy changes based upon results and trends

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting, pushing, pulling and carrying up to 50 pounds; and walking, standing, or sitting to attend meetings or field visits to construction sites; and reaching, balancing, bending, handling and smelling and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of ICC Certified Building Official Certificate within one (1) year of date of hire; and possession of a valid Oklahoma Class "D" Driver's License; Registration as a professional engineer or architect in the State of Oklahoma preferred.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and occasionally outdoors and in inclement weather and requires travel to various locations for site visits.

Class Code: 1186

EEO Code: E-01

Pay Code: EX-60

Group: Clerical and Administrative

Series: City Development

Effective Date: May 12, 2021