

CLASS TITLE: DEVELOPMENT SERVICES LIAISON

PURPOSE OF THE CLASSIFICATION: Under general direction of the Planning and Development Department and/or the Mayor's Office performs professional work in the coordination and facilitation of business and land development plans, procedures or projects/programs in the City of Tulsa's Development Services Division in the Planning and Development Department; and other related assigned duties.

ESSENTIAL TASKS:

- Serves as point of contact/liaison to the development community, business owners, entrepreneurs and media (as appropriate), representing the City in the development review process
- Acts as a member of the department's management team, assembling or gathering people and resources from other City departments into meetings or discussions focused on problem-solving and moving public/private development projects forward.
- Responds to inquiries and provides information regarding technical codes and development review and inspection processes to citizens, the department director, Office of the Mayor and the City Council
- Assists in the resolution of customer service complaints and technical issues by developing code compliant solutions acceptable to stakeholders and identifying and recommending process changes to eliminate organizational roadblocks
- Prepares presentations to promote community awareness and education of Development Services, including programs, codes, ordinances and procedures
- Prepares and distributes publications, presentations and other outreach materials in digital and other formats to promote and educate customers of the Development Services division
- Identifies educational/public relations needs within the division/department/City and works with the Communications Department to plan, develop and implement a comprehensive marketing/public relations program, including media, graphical presentations, print, web-based and electronic informational projects
- Requests and monitors budget for educational and informational programs, including but not limited to publications and placement of public service announcements or advertising
- Communicates internally with City departments and externally with contractors, consultants and neighborhoods to provide construction project information, including licenses, permits and inspection services
- Writes articles for publication submission in accordance with the Communication Department's established guidelines and gives media interviews to publicize Development Services programs, projects, ordinances and pertinent information
- Informs, educates, facilitates and mitigates construction related issues with community stakeholders, including businesses, residents, churches, schools, hospitals other governmental entities, community organizations and environmental groups
- 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 planning, business marketing, public relations or administration; and three (3) years of experience in marketing/ communications/planning or a related field; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of the principles in developing programs; considerable knowledge of public relations practices and writing techniques; considerable knowledge of the principles of

research, investigation and evaluation. Ability to represent the department as spokesman and ombudsman; ability to foster internal/external relationships to encourage business friendly practices throughout the City involving new and

expanded business development; ability to design computerized promotional materials; ability to communicate both verbally and in writing with demonstrated public speaking/presentation skills; ability to demonstrate continuous effort to improve operations, streamline processes and work cooperatively and jointly to provide quality seamless customer service; ability to quickly learn all types of building, construction, materials and methods related to duties and responsibilities and become proficient in the City's Permit and Licensing System; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; frequently lifting, carrying, pushing and pulling up to five pounds and occasionally up to fifty pounds; may be subject to walking, standing, reaching, handling, balancing, bending, climbing, twisting, and driving; must be able to maneuver across uneven terrain, changing surface conditions and multiple levels on construction sites; and vision, speech and hearing sufficient to perform essential tasks.

Licenses and Certificates: Possession of a valid class "D" Oklahoma Operator's license.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting using a computerized word processing and desktop publishing software system; and requires some travel to various locations for on-site visits/investigations.

Class Code: 2030

EEO Code: E-02

Pay Code: EX-36

Group: Administrative

Series: Communications and Public Relations

Effective Date: February 1, 2016