

## POSITION DESCRIPTION

Class Title: **COMMUNITY DEVELOPMENT COORDINATOR**

Department: **Planning and Zoning**

Date: **2017**

Status: **Non-Exempt Full Time**

Probation Period: **One Year**

Coordinates workflow between and among the public and a diverse departmental entities within a small community government environment. Performs routine clerical, secretarial and administrative work in answering phones and electronic correspondence, receiving the public, providing customer assistance, data processing,

Case management of public inquiries, permit applications, other applications, and complaint proceedings.

### **SUPERVISION RECEIVED**

Works under the general guidance and direction of the Village Administrator and Village Clerk.

### **SUPERVISION EXERCISED**

None.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **General Office:**

Assist in coordinating the office operations of the department, development and maintenance of office forms, procedures, schedules, records and tasks.

Support the preparation of agendas and supporting materials; prepare and distribute reports, and take and transcribe minutes when necessary.

Answers telephone, logs calls and requests and refers matters to proper authority.

Receives the public and answers questions; responds to inquiries from citizens and others and refers, when necessary, to appropriate persons and resources.

Receives prescribed payments for application fees, receipts, and posts to appropriate accounts,

ZonePro Operates listed office machines as required.

Verifies 100% various approvals and permits as assigned.

Receives, stamps, and distributes incoming permit applications to appropriate parties

#### **Permitting:**

Provides general permitting, zoning, subdivision, platting and ordinance related information and application forms to permit applicants and to the general public, and provides guidance in filling out various applications, making sure the applicant understands the process and the necessary information and attachments required to submit an accurate and complete application.

Answers questions regarding Ordinance requirements at the counter or on the phone.

Processes permit applications by accepting the application, checking for accuracy and

completeness, receipting it in, calculating fees, routing to appropriate review, monitoring application process for status reports, and preparing plans and permits for issuance; issues simple, routine permits within the scope of authority and responsibility assigned.

Maintains accurate and timely records of the permit process; inputs, maintains, and compiles a variety of data on permitting activity, such as the number of permits by type, valuation, permit fees, review time, problem areas, conditions imposed, actions taken, etc.

Recommends changes to Ordinances, rules and regulations based upon common problem areas and special land use development issues.

Analyzes permitting system; develops, recommends and implements approved permit system changes to make the process more efficient and effective.

Assures that policies and procedures are followed in the receipt, routing and processing of permit applications, records, files, and logs information related to permit issuance and inspections in digital system ZonePro.

Performs research on Ordinances as assigned to evaluate and recommend improvements to Ordinances.

Assists in the resolution of complex and sensitive customer service issues, either personally, by telephone. Or in writing. Maintains records and documents of customer service issues and resolutions.

### **Planning:**

Communicates official plans, policies, procedures, and related ordinances to the general public.

Assists in the evaluation of land use proposals for conformity to established plans and Ordinances; evaluates proposals development impact as they relate to the adopted plans and ordinances of the Village.

Assist with and ensures department maintenance of accurate and complete records of department activities and of records relating to permits, maps, construction drawings, overlays, and sketches pertinent to planning and development programs and projects.

Develops and maintains databases of information for planning purposes.

Responds to local citizens inquiring about Village Planning and Zoning Ordinances and regulations; assists in resolving disputes between applicants and ordinances, as required.

Attends Planning and Zoning Commission meetings, takes and maintains recordings of the meetings, and prepares drafts of minutes of meetings.

### **PERIPHERAL DUTIES**

Serves as member of various employee committees as directed and provides backup to related positions.

Prepares, maintains and stores records, files and logs related to subject matter.

## **DESIRED MINIMUM QUALIFICATIONS**

### Education and Experience:

- A. Graduation from an accredited four-year college or university and/or five years' experience in accounting, legal assistance, or project management.
- B. Two (2) years' experience in municipal planning and administration, or
- C. Any equivalent combination of education and experience with additional education substituting on a year for year basis for the required experience.

### Necessary Knowledge, Skills and Abilities:

- A. Demonstrated ability to learn zoning laws and their enforcement.
- B. Skill in using the listed tools and equipment.
- C. Ability to communicate effectively orally, in writing, with architects, engineers, surveyors, contractors, developers, owners, supervisors, and the general public; ability to establish effective working relationships.
- D. Some knowledge of enforcement principles, practices and methods of application to a Village setting; working knowledge of applicable laws, standards and regulations relating to various land use, nuisance and public safety codes; working knowledge of inspection techniques.

## **SPECIAL REQUIREMENTS**

Must possess a valid State Driver's license or have the ability to obtain one prior to employment.

## **TOOLS AND EQUIPMENT USED**

Personal computer including exceptional working knowledge of Microsoft Office products required.

Working knowledge of data base software; phone, copy and fax machine. ZonePro knowledge preferred.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in office and field settings. Hand eye coordination is necessary to operate computers and various pieces of office equipment.

While performing the duties of this job, the employee is frequently required to stand, walk, talk or hear; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to sit, climb or balance, stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distant vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this 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 occasionally works in outside weather conditions. The noise level is usually low to moderate.

### **SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above 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 the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.