

CITY OF BEAVERTON

Community Development Operations Manager

General Summary

This single position classification has overall responsibility for managing department-wide programs, projects and operations related to departmental communications, staff development, budget, and other areas as assigned. Manage complex and sensitive projects, programs, or both with continuing responsibility, in close consultation with Director and division managers.

Key Distinguishing Duties

Manage implementation of department-wide strategic priorities and operational functions as assigned by the Community Development Director. May serve as Director in his/her absence.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Coordinate departmental operations including budget, administrative compliance and personnel training. Develop, implement and review departmental strategic planning, work plans, services, policies, procedures, and reports. Set performance standards. Serve as a member of the department's senior management team and work closely with Director. Evaluate performance and program effectiveness and take action for improvement as necessary. Authorize payments to contractors and consultants.
2. Provide direction to staff to ensure city goals and objectives are met. Supervise assigned staff. Make hiring decisions. Provide opportunities for developmental training and performance coaching to employees. Conduct performance evaluations. Respond to employee grievances and oversee disciplinary process according to the collective bargaining agreement and city policy.
3. Review and evaluate Community Development Department (CDD) systems, services, and processes for continuous improvement. Develop recommendations and monitor approved changes. Recommend and monitor adjustments as needed.
4. Provide strategic leadership to the City in Community Development related issues. Coordinating with other departments as necessary. Be proactive solution-oriented and agile to accomplish the department's mission.
5. Assist the city's development related functions including planning policy, development review, annexations, building plan review, application processing, and inspection functions with focus on process improvement.

6. Serve as a liaison with neighborhood, development and business communities to promote high quality planning and development; to provide advice on City priorities and interests and to provide solutions to planning related problems.
7. Represent the City in public forums, in legal or administrative hearings, and as the official appointee to inter-agency groups involving regional planning, transportation and development issues. Provide advice on legislation and initiatives. Prepare presentations and communication materials.
8. Exhibit leadership to staff, work teams and fellow employees. Serve as a model for accomplishing City's vision and goals. Create an environment in which employees are focused on producing excellent quality results.
9. Produce an acceptable quantity and quality of work that is completed within established timelines.
10. Provide direction and set standards for excellence in internal and external customer service. Promote professional and courteous behavior with a creative approach to problem resolution that creates a positive experience for the customer.
11. Provide employees with basic job training and safety instruction. Create and implement departmental new employee orientation. Actively support safety and loss control measures. Ensure employees are held to departmental safety and loss control standards.
12. Participate in the City Emergency Management program including classes, training sessions and emergency events.
13. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
14. Follow standards as outlined in the Employee Handbook.
15. Actively promote and support diversity in the workplace through staffing, promotions, training and career development. Model respect for diversity in the workplace.

Other Functions

1. Serve on or provide departmental support to a variety of committees, task forces and advisory groups as necessary.
2. Perform related duties of a similar scope and nature.

Knowledge Required

- Advanced knowledge of practices, principles and regulations of community development and planning.
- Advanced knowledge of strategic planning and organizational management methods with an emphasis on services related to urban/transportation planning, engineering/building inspection and plan review.

- Advanced knowledge of public/business administration principles and practices.
- Advanced knowledge of quantitative analysis, data analysis and data reporting pertaining to planning and development.
- Working knowledge of employee supervision and human resources principles and practices.
- Working knowledge of public purchasing and contracting laws and regulations.
- Working knowledge of employee supervision principles and practices

Skills/Abilities Required

- Successfully plan, develop, organize and implement strategic plans, programs and projects.
- Effectively evaluate and implement change management processes.
- Demonstrated leadership behavior toward employees, contractors, public officials, other agencies, customers and the general public.
- Effectively lead, mentor and coach employees.
- Build consensus with diverse groups.
- Work effectively on a wide variety of projects/programs concurrently.
- Apply and coach employees on excellent internal and external customer service skills.
- Properly and effectively coordinate the operations and budget preparation of the department.
- Establish and maintain effective working relationships with elected officials, employees, contractors, other agencies, and the general public.
- Productively manage and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results.
- Communicate effectively, verbally and in writing, with diverse customers, employees, contractors, other agencies, public officials and the general public.
- Deliver effective presentations before a variety of audiences.
- Successfully solve problems and make decisions within broad guidelines.
- Successfully negotiate and manage a variety of contracts.
- Properly and effectively use word processing, spreadsheet and other software applications as required for position.
- Regular, punctual attendance at assigned work location.

Minimum Qualifications Required for Entry

Bachelor's degree in urban planning, architecture, landscape architecture, economics, public administration or related field, and six years progressively responsible experience in project management including some experience in planning, development, or commercial real estate, and two years in a supervisory or lead role; or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position. A master's degree in urban planning, business or public administration, or a related field is strongly preferred.

Licensing/Special Requirements

- Must possess a valid driver's license and meet the City's driving standards.

Working Conditions

Regular focus on a computer screen; daily use of a keyboard or similar device; regular attendance at meetings or activities outside of normal working hours; operation of a motor vehicle on public roads to attend offsite meetings and events.

Classification History

Created: 12/2015

Status: M2

FLSA: Exempt

Mayor's Signature

Human Resources Signature

Date

Date