

DEVELOPMENT AND REGULATORY COMPLIANCE MANAGER

General Statement of Duties

Performs difficult technical and administrative work in the administration of public utilities and zoning for the Town.

Distinguishing Features of the Class

An employee in this class is responsible for preparation of a wide variety of records and reports regarding the Town's public utilities. In addition, the employee serves as Zoning Administrator interpreting and applying zoning codes and ordinances. Work in utilities involves participation in planning public services for developing areas; coordinating acceptance of new infrastructure with the Town Engineer; interpreting and applying state and federal regulations regarding the Town water and wastewater utilities; preparing a wide variety of records; and coordinating various compliance activities with field staff. Work in zoning administration includes issuing zoning permits, coordinating with planning and field code enforcement staff; assisting the public with information and approaches to meet Town regulations; and maintaining records of work activities. The employee serves as back up Operator in Responsible Charge for the water distribution and sewer collections systems. Knowledge of regulations and ability to interpret and apply them, office technology skills, administrative, coordinative, and collaborative conflict resolution skills are required. Work is performed under general supervision and is evaluated through conferences, by accuracy and timeliness of customer service records and bills, and thoroughness of assigned responsibilities.

Duties and Responsibilities

Essential Duties and Tasks in Public Services:

Works with Public Services staff in planning and implementing services for developing areas; works with Town Engineer and state agencies to obtain required permits and ensure compliance in operations; researches new regulatory requirements and recommends strategies for compliance; participates in development review process and applies technical requirements.

Works with homeowners in identifying financing options for connection to town utilities; provides information regarding encroachments, line locations, line size and valve and meter locations; identifies supply availability and quotes fees; tracks permits.

Works with developers on compliance with Town and state requirements for new residential and commercial construction; calculates, applies and tracks assessment fees for new construction.

Researches, evaluates, tracks and administers regulatory requirements for the water distribution and sewer collection systems for the Town; works with the staff on required changes; creates data bases, spreadsheets and various processes to collect and track data and create and maintain records and reports as necessary for regulatory compliance, management decision making, and financial tracking.

Coordinates with field staff on collections of samples, new service connections, safety training, certifications, continuing education classes, and related activities; locates needed training and schedules employees for it; coordinates lead and copper sampling and produces Water Quality Report; prepares and updates other complex reports such as Water Supply Plan and Disinfectant Byproducts Monitoring Plan.

Works with the public on service requests, questions and issues; schedules new water and sewer taps; coordinates activities with DOT and other agencies and utilities.

Researches and prepares special reports for management as requested.

Tracks new construction through capital reserve fee, temporary service, and final ownership; determines when to bill for water and sewer.

Coordinates and tracks certifications training and testing for Public Services staff.

Essential Duties and Tasks in Zoning Administration:

Interprets ordinance and codes including zoning for commercial and residential development, sign ordinance, parking, setbacks, landscape requirements, etc.; issues zoning permits; calculates various development fees and assessments.

Assists homeowners, contractors and developers with understanding the development review, permitting and inspections processes; takes permit applications; calculates and prepares invoices for permit fees, sign fees, assessment fees and other fees; coordinates issuance of permits with the County.

Participates in technical development review; assists property owners, developers and contractors with information and process assistance for development procedures.

Assigns addresses, enters into data base, and emails information to County for GIS system update.

Prepares a variety of records and reports of work activities.

Additional Job Duties

Backs up other staff members.

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Thorough knowledge of Town utility policies and procedures, state and federal regulations.

Considerable knowledge of Zoning and related Town codes and ordinances and principles and practices of zoning administration.

Considerable knowledge of modern office technology including specialized permitting software, GIS, word processing, spreadsheets, file maintenance, and data base maintenance.

Considerable knowledge of the construction and development processes related to utility service including state and federal regulations and laws.

Skill in collaborative conflict resolution and customer service excellence.

Ability to read, understand, interpret and apply sometimes complex technical and legal regulations, codes and ordinance fairly and consistently.

Ability to deal effectively with the public in a firm, tactful and effective manner.

Ability to create and maintain accurate records and reports, enter data accurately, and proof own work.

Ability to communicate effectively in oral and written forms.

Ability to establish and maintain effective working relationships with coworkers, public officials, and customers.

Physical Requirements

Must be able to physically perform the basic life operational functions of fingering, reaching, lifting, grasping, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Must possess the visual acuity to prepare and use figures and statistics, operate a computer terminal, read maps and written material extensively.

Desirable Education and Experience

Graduation from college with a degree in planning, public administration, business or related field and considerable administrative experience, preferably in the public sector; or an equivalent combination of education and experience.

Special Requirements

Possession of valid North Carolina driver=s license.

Ability to obtain Zoning Officer certification from the School of Government.

Possession of water distribution and sewer collection system operator certifications as required by the Town.

Notary Public preferred.

Shallotte
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