



## **CLASSIFICATION DESCRIPTION**

**TITLE: UTILITY DEVELOPMENT MANAGER**                      **JOB CODE: 20 (Exempt)**

## **GENERAL DESCRIPTION OF DUTIES**

Under executive direction, the purpose of the position is to manage, review, including processing and approval of utility development plans and permits for water/wastewater service in new subdivisions and developments. Employee in this classification functions in a senior professional capacity and is responsible for researching and analyzing code compliance issues and complaints of residential, commercial, and industrial utility development throughout the City. Objective is to ensure accurate and efficient assistance to the commercial customers and business community while enforcing compliance with all City, State and Federal laws and regulations applicable to the work to ensure the safety, health, and general welfare of the public. Employee manages and coordinates the utility capital plan with internal utility department staff along with the assigned project staff in the engineering and capital project division of the Engineering and Stormwater Department.

## **SPECIFIC DUTIES AND RESPONSIBILITIES**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Supervises, trains, and evaluates all Utility Development Staff; coordinates and manages all functions to ensure the accomplishment of departmental schedules, goals, and objectives.
- Evaluates, recommends, and implements departmental policies and procedures to promote maximum office efficiency and effectiveness.
- Manages the preparation of engineering plans and specifications; oversees and reviews advertising for construction bids; submits recommendations on vendor and consultant selection related to the utility capital improvement plans. Coordinates with other internal staff members, consulting engineers and suppliers/vendors to assure input from all valued team members are incorporated into specific project designs.
- Supervises review, inspection and approval of all private development plans and completion of applications and permitting processes.
- Answers escalated and highly complex inquiries and requests regarding water/wastewater service in new subdivisions and developments, through friendly, professional customer service skills, ascertaining the needs of the customer and providing appropriate assistance and information.

- Researches and analyzes data and information relative to residential, commercial, and industrial utility development; performs data verification and reconciliation tasks; coordinates and conducts inspections.
- Advises Department Head, Attorney, Engineer and City Officials on development issues; explains and interprets City, State and Federal laws and regulations applicable to the work; responds to complex and/or sensitive code enforcement, compliance issues and customer service issues.
- Manages and/or undertakes the development or update of the City Comprehensive Sewer Plan, Comprehensive Water Plan, Capital Improvement Plan, and other plans involving the utility infrastructure.
- Responsible for preparation and management of capital and expense budgets within the area of responsibility and participates in strategic planning as directed. Assures that assigned areas of responsibility are performed within budget; performs cost control activities; monitors revenues and expenditures in assigned area to assure sound fiscal control.
- Performs related duties as directed.

### **MINIMUM TRAINING AND EXPERIENCE**

Bachelor's degree with major coursework in Business, Engineering, or related field; supplemented by five (5) to seven (7) years progressively responsible experience in utility development within a similar government organization, to include three (3) to four (4) years within a supervisory capacity; or an equivalent combination of education, training, and experience.

### **LICENSES, CERTIFICATIONS OR REGISTRATIONS**

Must possess and maintain a valid Florida Driver's License.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to understand and follow written and oral instructions, knowledge of business English and spelling.
- Ability to effectively supervise a staff comprised of entry and journey level professionals engaged in carrying out departmental functions.
- Skill in clearly and effectively communicating technical information both verbally and in writing.
- Thorough knowledge of all functions relevant to the processing and approval of utility development agreements, construction documents and permits, e.g., plan review, permitting, contracts.
- Thorough knowledge of rules and regulations as they relate to residential, commercial, and industrial utility development.
- Ability to read, update and maintain various records and files.

- Ability to perform routine to moderately complex mathematical computations and tabulations accurately and efficiently.
- Ability to access, operate and maintain various software applications.
- Ability to operate basic office equipment e.g., computer terminals, printers, copy machines, and telephone systems.
- Ability to establish and maintain effective working relations with departmental personnel, Engineers, Developers, Inspectors, and the public.
- Knowledge of the principles and techniques of customer service skills.

### **PHYSICAL REQUIREMENTS**

- While performing the essential functions of this job the employee is frequently required to stand, walk, sit; use hands to finger, handle, or feel; talk or hear; and lift and/or move up to 10 to 20 pounds.
- While performing the essential functions of this position the employee may be exposed to disagreeable environmental factors.

The City of Palm Coast, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, The City of Palm Coast, Florida will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.