



City of Spokane

An invitation to apply for the position of

Planning Operations Manager **\$89,763.12 to \$110,893.68 Annually**

Plus excellent benefits

Application Deadline: August 1, 2014

Spokane, Washington

Near Nature, Near Perfect

Nestled in the Inland Northwest at the foothills of the Rocky Mountains, Spokane, Washington, is a vibrant growing community that still has a small-town feel. Spokane's affordable housing, growing arts and theater community, and fine colleges and universities make it a choice destination for families and working professionals alike, and outdoors enthusiasts will relish Spokane's prime location close to skiing, hiking, camping, lakes and beaches, and other recreational pursuits. Spokane is the business hub of the Inland Northwest, with an international airport, multiple business and industrial parks, and high-tech infrastructure. With seventeen local golf courses, award-winning local wineries, Broadway plays at the Opera House, Spokane is a fantastic place to put down roots. There's something here for everyone.

Nature of Work:

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of professional, technical, and administrative staff performing difficult and complex support related to all programs and activities of the Planning and Development Department; manages the effective use of the City's planning resources to improve organizational productivity and customer service; provides highly complex and responsible support to the Business and Development Services Division.

Supervision:

Receives general direction from the Planning and Development Director. Exercises general supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

Work is characterized by a substantial amount of management, administrative, and supervisory duties in the organization, direction, evaluation, and operation of the Planning and Development Department. Selects, supervises, counsels, trains, and evaluates department staff; reviews work; provides work direction and guidance to department staff; establishes work performance standards; conducts performance evaluations; and imposes or recommends disciplinary actions as appropriate.

General Functions:

- This position will organize and oversee day-to-day activities and are responsible for providing professional-level support to the Planning and Development Department in a variety of areas. Manages and participates in the development and implementation of goals, objectives, policies, and priorities; recommends and administers policies and procedures.
- Responsible for coordination and management of projects, making detailed plans to accomplish goals and directing the integration of City staff and consultant activities.
- Implement approved budget, and monitor actual expenses to ensure they fall within budget, analyzing out of budget expenses.
- Monitors and evaluates department organizational structures and functional operations making recommendations for improving efficiency and effectiveness on their overall organizational basis.
- Drive initiatives in the management team and organizationally that contribute to long-term operational excellence. Analyze technology, resources and revenue

to plan and assess for feasibility of projects. Implement and direct initiatives stemming from management and organization that contribute to long-term operations excellence in Planning.

- Provides highly complex professional staff assistance to the Planning and Development Director; develops and reviews staff reports related to Planning activities, projects, and services; presents reports to commissions, committees, and boards; performs a variety of public relations and outreach work related to assigned activities.
- Ensures staff works cooperatively with internal City staff, external partners, property owners, consultants, architects, developers or their representatives to resolve questions regarding planning and development
- Ensures effective communication and coordination between departments, agencies, other government entities and the customer.
- Responsible for responding to general questions from elected officials, public and other city departments regarding planning and development projects. Must be able to communicate technical topics effectively to the layperson.
- Supervises professional staff and is responsible for employee performance appraisals and overview of work coordination.

Examples of Work

- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of planning services, projects, and activities; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Planning and Development Director.
- Manages and coordinates the work plan for the assigned department; meets with staff to identify and resolve problems; assigns work activities, projects, and programs; monitors work flow; reviews and evaluates

work products, methods, and procedures. Manages and participates in the development and administration of budgets.

- Establishes and communicates the goals and objectives of the planning and development department; develops and implements policies, procedures, checks and controls. Frequently examines existing processes to increase efficiencies and utilizes upcoming technologies to internal and external customer's advantage.
- Participates in selection, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Provide oversight of consultant requests for proposal for professional services and the advertising and bid processes; evaluation of proposals and recommendation for project award.
- Receives, investigates, and responds to problems and complaints in a professional manner; identifies and report findings and takes necessary corrective action. Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to programs, policies, and procedures, as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in planning and city development; and researches emerging products and enhancements and their applicability to City needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.

Requirements of Work:

Knowledge of:

- Advanced administrative principles and practices, including goal setting, program development, implementation, and evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs. Principles and practices of budget administration.
- Administration of planning processes, such as research culminating in recommendations regarding Comprehensive Plan elements, redevelopment master planning and project implementation, specific area plans, property annexations, and related municipal ordinances, policies, procedures, standards, and regulations.





- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable Federal, State, and local laws, codes and regulations. Modern developments, current literature, and sources of information regarding planning and city development
- Principles and practices of bidding process and contract administration and evaluation.
- Methods and techniques of effective technical report preparation and presentation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations and with property owners, developers, contractors, and the public.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff; and for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Exhibit strong leadership, program management and project planning skills with the experience and ability to influence technical professional and management communities.
- Recommend and implement goals, objectives, and practices for providing effective and efficient services. Manage and monitor complex projects, on-time and within budget. Creatively problem-solve, collaborate and pool resources to ensure successful project outcomes.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and provide leadership to subordinates in order to meet critical time deadlines.

- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, or methods. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare clear and concise reports, correspondence, policies, procedures, and other written materials. Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State and local policies, procedures, laws and regulations. Provide oversight for the establishment and maintenance of a variety of filing, record keeping, and tracking systems.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work. Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

Working Conditions and Physical Demands:

Work is conducted primarily in an office setting. Incumbents in this classification are expected to read fine print on plans and detect shades of color; communicate verbally, in person, and by telephone. A computer terminal is used and this requires the use of repetitive arm-hand movements. The incumbent must be able to occasionally lift and/or move up to 20 pounds.

Minimum Qualifications:

Any combination of education and experience which would provide the required knowledge, skills, and abilities, is qualifying. Generally this will include:

A Bachelor's degree from an accredited college or university with a major in Public or Business Administration, Planning, Project Management, Architecture or a closely related field; and five (5) years of increasingly responsible experience in professional project administration, such as planning, architecture or large construction projects, including two (2) years of supervisory experience.

Behavioral Standards:

Respectful, courteous, and friendly to customers, other City employees, and City leadership. A team player that helps the organization meet its objectives. Takes initiative to meet work objectives. Effectively communicates with customers and other City employees. Gets along with co-workers and managers. Positively represents the City, maintaining the trust City residents have placed in each of us. Demonstrates honest and ethical behaviors.

Benefits

The City offers an attractive benefits package including:

- Medical
- Dental
- Vision
- Prescription
- Life Insurance
- Vacation
- Sick Leave
- Holidays
- Deferred Compensation
- Other additional benefits.

To Apply:

To apply, please submit a cover letter, résumé, and exempt application to the address listed or you may fax it to (509) 625-6379. The exempt application is located at www.spokanecity.org/jobs. **Your résumé, cover letter, and exempt application must be received for your application to be complete.**

City of Spokane Human Resources
808 W Spokane Falls Blvd, 4th floor
Spokane, WA 99201

Applications may also be submitted via email to ddaling@spokanecity.org.

Complete application packets must be received prior to 5:00 p.m. on August 1, 2014 in order to be considered.



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The City of Spokane is proud to be an Equal Opportunity / Veteran's Preference Employer